EMS Trauma Systems Stakeholder Contact & Support

TEXAS Health and Human Services | Texas Department of State Health Services

TIER 1 PROGRAM

EMS Licensing and Certification

Email:
EMS Personnel
EMS Providers/FRO
EMS Education Programs

Phone: 512-834-6700 Option 1
Fax: 512-206-3779

EMS Complaints and Criminal History

Email:
EMS Complaints
EMS Evaluations
Phone: 512-834-6766
Fax: 512-206-3780

Hospital Designation

Email: Designation Programs
Phone: 512-834-6700 Option 3
Fax: 512-834-6611

Medical Advisory Board

Email: Medical Advisory Board
Phone: 512-834-6700 Option 4
Fax: 512-206-3778

Funding and Grants

Email: EMS Funding
Phone: 512-834-6700 Option 5
Fax: 512-206-3778

TIER 2 MANAGEMENT

Group Managers

EMS Licensing & Certification
Email: Lorena Rangel (Team Lead)
Phone: 737-701-9626

East Regional Office
Email: Joey Ancelet
Phone: 713-767-3331

North Regional Office
Email: Valerie Phillips
Phone: 817-372-9567

South Regional Office
Email: Jaime Vallejo
Phone: 210-372-3919

Group Manager

Email: Elizabeth Stevenson
Phone: 512-284-1132

Group Manager

Email: Oshma Raj
Phone: 512-834-6794

Group Manager

Email: Sunita Raj
Phone: 737-267-4467

TIER 3 EXECUTIVE

EMS/Trauma Systems Section State EMS Director

Email: Joseph Schmider
Phone: 512-484-5470

EMS/Trauma Systems Section Director

Email: Jorie Klein
Phone: 512-535-8538

The guide outlines the appropriate channels for technical support, specific inquiries, and formal concerns with DSHS.

Tier 1
Contact for day-to-day questions, status updates, or standard requests.

Tier 2
Contact only if the initial inquiry is past-due, a critical block has emerged, or a high-level decision is required.

Tier 3
Contact only for high-risk issues that require executive-level intervention or "red-light" blockers.