

Patient Assistance Office
214-648-0500

UT Southwestern
Medical Center

May 20, 2026

Ms. Kelly Coody
7851 Brook Meadow Ln
Fort Worth, TX 76133

Dear Ms. Coody,

We are responding to the service concerns regarding your visit to the William P. Clements Jr. University Hospital – Emergency Department on May 11, 2026. Thank you for your patience while we completed our review.

It is certainly our expectation that all patients receive excellent care and service at every encounter, and we were very disappointed to learn that we fell short of that standard in this instance. We have shared your concerns with our Emergency Department Leadership team as part of our ongoing efforts to enhance the overall patient experience. Our review determined that the care provided was appropriate based on the symptoms presented during your visit. Your blood pressure was noted to be trending in the 140s systolic range. Cardiac laboratory results were unremarkable, and there was no evidence of a hypertensive emergency. Additionally, outside medical records were reviewed at the time of your visit to assess whether any further interventions were necessary. Based on this comprehensive evaluation, the care provided was deemed medically appropriate.

We regret that your expectations were not met during your visit. Please know that we remain committed to providing safe, respectful, and compassionate care, and we appreciate the opportunity to review and address your concerns.

Thank you for entrusting UT Southwestern with your care.

Sincerely,



Blessen Abraham, MPA
Manager, Patient Service Recovery
Patient Assistance Office