

# CONSUMER ACCESS TO HEALTH RECORDS AND COMPLAINTS

*(In accordance with Texas HB 4224)*

## 1. HOW TO REQUEST YOUR HEALTH CARE RECORDS

As a patient, you have the right to request and receive copies of your health care records. To initiate a request, please follow these instructions:

- **Request:** Complete the "Patient Request for HealthCare Records" form available by request to your therapist, by email to [contact@realtalkpsychology.com](mailto:contact@realtalkpsychology.com) or by phone 832-583-7373.
- **Processing Time:** We will respond to your request within 15 business days after receiving your signed request form and photo ID.
- **Fees:** A reasonable, cost-based fee may be charged for the preparation and delivery of your records as permitted by Texas law.

## 2. CONTACT OUR LICENSING AUTHORITY

If you have concerns about the care you received or the handling of your records, you may contact our specific disciplinary or licensing authority:

- **Authority Name:** *Texas Behavioral Health Council*
- **Address:** 1801 Congress Ave., Ste. 7.300, Austin, TX 78701
- **Phone:** (800) 821-3205
- **Website:** [www.bhec.texas.gov](http://www.bhec.texas.gov)

## 3. HOW TO FILE A CONSUMER COMPLAINT

To file a formal consumer complaint regarding your medical privacy or health records access, you may use the [Texas Attorney General's Consumer Complaint System](#). For additional information on your rights regarding protected health information, please visit the Texas Attorney General's medical privacy website: [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov).