NOTICE OF CONSUMER HEALTH RECORD ACCESS AND COMPLAINT INFORMATION

This notice provides patients with instructions on how to request access to their health care records, contact the applicable licensing or regulatory authorities, and file a consumer complaint, as required by Texas law.

REQUESTING HEALTH RECORDS

You have the right to request access to your health care records maintained by this practice using one of the following methods:

- Email: recordsandbills@impactprofessional.net
- Phone: (956) 271-4039

Please include your full name, date of birth, preferred contact information, dates of service requested, and an email for records to be delivered to. Additional authorization or identity verification may be required before records are released.

LICENSING & DISCIPLINARY AUTHORITY

You have the right to contact the licensing and disciplinary authorities that govern the providers of this practice using the following methods:

Health Care Facilities Regulation (HCR)

- Texas Health and Human Services: https://www.hhs.texas.gov/providers/health-care-facilities-regulation/contact-hcfr-program-staff

Texas Board of Chiropractic Examiners (TBCE) for Chiropractors on Staff:

- TBCE: https://www.tbce.state.tx.us/Contact.html#General_Inquiries

FILING A CONSUMER COMPLAINT

Consumers may file a complaint regarding access to health care records or privacy matters with the following entities:

- The Texas Office of the Attorney General – Consumer Protection Division
  - Website: https://www.texasattorneygeneral.gov/consumer-protection
  - Phone: (737) 355-7990
  - Mail: Office of the Attorney General, Consumer Protection Division, P.O. Box 12548, Austin, TX 78711-2548
- TBCE Online Complaint Portal for Complaints of a Chiropractor on Staff: https://db.tbce.texas.gov/fmi/webd/TBCE_Complaint_Portal?homeurl=https://tbce.state.tx.us

This notice is posted in compliance with HB 4224 (*Texas Health & Safety Code §181.102–§181.103; HB 4224*). If you have questions about **House Bill 4224**, please email: **HCR_PRU@hhs.texas.gov**.