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.

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, contact information, dates of service requested, and an email for records to be delivered to. Additional 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)	https://www.hhs.texas.gov/providers/health-care-facilities-regulation/contact-hcfr-program-staff
Texas Medical Board (TMB) for Physicians on Staff	https://www.tmb.state.tx.us/
Texas Board of Nursing (TBON) for Nurses on Staff	https://www.bon.texas.gov/index.asp.html

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	Phone: (737) 355-7990 Website: https://www.texasattorneygeneral.gov/consumer-protection Mail: Office of the Attorney General, Consumer Protection Division, P.O. Box 12548, Austin, TX 78711-2548
TMB Online Complaint Portal for Complaints of Physicians on Staff:	https://public3.tmb.state.tx.us/TMB_SSO_Complaint/default.aspx https://www.tmb.state.tx.us/resources/for-the-public/complaint-about-licensee
TBON Online Complaint Portal for Complaints of Nurses on Staff:	https://www.bon.texas.gov/discipline_and_complaints_policies_and_guidelines_filecomplaint.asp.html

This notice is posted in compliance with HB 4224 (*Texas Health & Safety Code §181.102–§181.103; HB 4224*).