

CONSUMER ACCESS TO MEDICAL RECORDS AND CONSUMER COMPLAINTS

Pursuant to TX House Bill 4224, please be advised of the following:

A. HOW TO ACCESS HEALTHCARE RECORDS

1. To access your medical records, please visit the front desk of your local medical center to receive the Patient Request for PHI form in person or request via mail.
2. To process a request for medical records the following actions must be completed:
 - a. Submit the original written request
 - b. The patient completes the Patient Request PHI Form
 - c. If applicable, the legal representative must provide documentation that gives the individual the authority to act on behalf of the patient (e.g., the POA, Executor of Estate, Guardianship, etc.)

NOTE: If any of the above documentation is not included in the request, it may delay processing the request.

B. HOW TO FILE DISCIPLINARY OR LICENSING COMPLAINTS

1. Anyone may register a complaint against a practitioner licensed by the Texas Medical Board (TMB). Complaints must be submitted in writing. The identity of complainants is protected and kept confidential by law.
 - a. **Physicians*:** To initiate a complaint, Call the Complaint Hotline 1-800-201-9353 and follow the automated prompts to request a complaint form or visit <https://www.tmb.state.tx.us/page/place-a-complaint>.
 - b. **Nurses:** The TMB does not have the authority to investigate a nurse for care provided within the scope of nursing. If your complaint involves a licensed nurse, you should visit the Texas Board of Nursing's website <https://www.bon.texas.gov/>.
 - c. **Pharmacists:** TMB does not have the authority to investigate a pharmacist for actions provided within the scope of the pharmacy board. If your complaint involves a licensed pharmacist, you should visit the Texas Board of Pharmacy's website <https://www.pharmacy.texas.gov/>.

C. HOW TO FILE CONSUMER COMPLAINTS

Anyone can file a consumer complaint by going to the Texas Attorney General website listed below. Please note these complaints are not allowed to be anonymous.
<https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>

If you have any Questions Regarding a Patient Request Contact the Center

NOTICE CONCERNING COMPLAINTS

Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

Texas Medical Board Attention:

Investigations 333 Guadalupe, Tower 3, Suite 610

P.O. Box 2018, MC-263

Austin, Texas 78768-2018

Assistance in filing a complaint is available by calling the following telephone number: 1-800-201-9353. For more information, please visit our website at www.tmb.state.tx.us

AVISO SOBRE LAS QUEJAS

Las quejas sobre médicos, así como sobre otros profesionales acreditados e inscritos en la Junta de Examinadores Médicos del Estado de Texas, incluyendo asistentes de médicos, practicantes de acupuntura y asistentes de cirugía, se pueden presentar en la siguiente dirección para ser investigadas:

Texas Medical Board Attention:

Investigations 333 Guadalupe, Tower 3, Suite 610

P.O. Box 2018, MC-263 Austin, Texas 78768-2018

Si necesita ayuda para presentar una queja, llame al: 1-800-201- 9353 Para obtener más información, visite nuestro sitio web en www.tmb.state.tx.u