# 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 as well as the 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 Medical Board (TMB) for Radiologists and Operators

- TMB: https://www.tmb.state.tx.us/

## 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
- TMB Online Complaint Portal for Complaints of Radiologists or Operators: https://public3.tmb.state.tx.us/TMB_SSO_Complaint/default.aspx, https://www.tmb.state.tx.us/resources/for-the-public/complaint-about-licensee

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