

## **Requesting Your Health Records**

Consumers have the right to request copies of their health records from a licensed professional.

### **Steps to Request Health Records**

#### **1. Submit a Written Request**

- Include your full name and date of birth
- Specify the records requested and the date range
- Indicate your preferred delivery method (paper or electronic, if available)

#### **2. Verify Your Identity**

- Provide a copy of a valid photo ID if requested
- If requesting records for another person, include written authorization or legal documentation

#### **3. Send the Request to the Licensee**

- Requests may be submitted by mail, email, secure portal, or in person, depending on the licensee's procedures
- Keep a copy of your request for your records

#### **4. Pay Applicable Fees**

- Licensees may charge reasonable fees as allowed by law
- Ask about copying or delivery fees in advance

#### **5. Allow Time for Processing**

- Texas law establishes timeframes for responding to health record requests
- If you do not receive a response, follow up in writing

## Contacting the Texas State Board of Examiners of Professional Counselors

If you have questions or concerns regarding a licensed professional:

- Visit the Council's official website for the Texas State Board of Examiners of Professional Counselors  
[<https://bhec.texas.gov/texas-state-board-of-examiners-of-professional-counselors/>]
  - Select “**Contact Us**,” “**Consumer Information**,” or “**Complaints**”
  - Use the provided phone number, email address, or mailing address to submit your inquiry
  - Include the licensee's name and license number
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## Filing a Consumer Complaint with the Texas Office of the Attorney General

Consumers may file a complaint with the Office of the Attorney General's Consumer Protection Division.

### How to File a Complaint

1. Visit the **Texas Office of the Attorney General – Consumer Protection**  
[<https://www.texasattorneygeneral.gov/consumer-protection>]
2. Select the option to file a complaint online or download a complaint form
3. Complete the form with:
  - Your contact information
  - The licensee or business information
  - A clear description of the issue
  - Copies of relevant supporting documents (do not send originals)
4. Submit the complaint according to the instructions provided
5. Retain copies of all submitted materials for your records

