Patient Notice Regarding Access to Records and Privacy Complaints

How to receive your medical records.

You may request a copy of your medical records during normal business hours. To receive a copy of your medical records, you must contact our Office Manage, Cassie Smolik by telephone at (936) 900-9143 or by email at cassie@thativgirltx.com. You will be given a medical record request form to complete.

- Be very specific about the information you need to have released. Indicate dates of service, types of visits and what parts of the record you need.
- Sign and date the authorization using your full legal signature. We only allow handwritten signatures, electronic signatures are not allowed.
- Please be sure to include your telephone number so we can contact you, if we have questions regarding your request.
- The request may take up to 15 days to process.

How to file Complaints.

If you believe your protected health information has been or may have been used or disclosed in violation of the Texas Medical Records Privacy Act you may file a complaint with Texas Medical Board or the Texas Attorney General's Consumer Protection Division.

Texas Medical Board
Complaints must be in writing and may be submitted electronically and by fax or mail. The form may be obtained by requesting over the phone or downloading and printing from TMB's website. The TMB cannot accept complaints submitted anonymously.

- Website: https://www.tmb.state.tx.us/page/complaints
- Online Complaint Form: https://public3.tmb.state.tx.us/TMB_SSO_Complaint/default.aspx
- Phone: 1 (800) 201-9353 or (512) 305-7100
- Fax: (512) 463-9416 or 1 (888) 790-0621
- Mail:
  Texas Medical Board Investigations Department
  P.O. Box 2018
  Austin, TX 78768-2018

The Texas Attorney General's Consumer Protection Division
Complaints must be in writing and on the Attorney General's approved complaint form. The complaint must be submitted online. Obtain the form by accessing the online complaint portal.

- Website: https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint
- Phone: (800) 621-0508
- Mail:
  Office of the Attorney General
  PO Box 12548
  Austin, TX 78711-2548

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