

Consumer Access to Health Records and Complaints

Texas Girls and Boys Ranch Clinicians

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In accordance with House Bill 4224 and Texas Health and Safety Code Section 181.105, Texas Girls and Boys Ranch provides the following information to assist clients and members of the public with:

- Requesting access to health care records
- Contacting the state licensing authority
- Filing a consumer complaint

How to Request Your Health Care Records

Current and former clients may request copies of their counseling and mental health records maintained by Texas Girls and Boys Ranch. Requests must be submitted using one of the following methods:

Email (preferred)

clinical@txgbr.org

Mail

PO Box 5665 Lubbock, TX 79403

In person

By appointment only

Office phone

(806) 747-3187

To help prevent delays, please include the following information with your request:

- Client full legal name and date of birth
- Current phone number and or email address
- Description of records requested including specific dates if applicable
- Preferred method of delivery such as secure electronic delivery, mail, or in person pickup
- Client signature and date

If records are requested on behalf of another individual, documentation verifying legal authority is required. Examples include guardianship documentation or medical power of attorney.

Identity verification may be required to protect client privacy and confidentiality in accordance with applicable state and federal laws.

Licensing Authority Information

The counseling clinicians at Texas Girls and Boys Ranch are regulated by the **Texas Behavioral Health Executive Council**, the licensing authority for Licensed Professional Counselors and Licensed Clinical Social Workers in the State of Texas.

Questions regarding licensure or professional regulation may be submitted through the Council's website:

<https://bhec.texas.gov/contact-us/>

When submitting an inquiry, select **Licensed Professional Counselor** or **Licensed Clinical Social Worker** as the license type.

The Advanced Practice Registered Nurse at Texas Girls and Boys Ranch is regulated by the Texas Board of Nursing. Complaints and questions regarding licensure or professional regulation can be submitted through their website:

https://www.bon.texas.gov/discipline_and_complaints_policies_and_guidelines_filecomplaint.asp.html

Filing a Consumer Complaint

Clients or members of the public who wish to file a consumer complaint may do so through the **Texas Office of the Attorney General Consumer Protection Division**.

Complaints may be submitted online at:

<https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>

When submitting a complaint, include relevant dates, names, and any supporting documentation if available.

Questions Regarding House Bill 4224

For questions related to House Bill 4224 or consumer access requirements under Texas law, Texas Health and Human Services may be contacted at:

HCR_PRU@hhs.texas.gov