



Consumer Rights & Reporting Information (Texas HB 4224)

Request Your Health Care Records

You have the right to request access to your health care records maintained by this practice.

To request your records:

1. Submit a written request describing the records you want.
2. Include your name, date of birth, and contact information.
3. Request for records for a minor must include proof of legal guardianship.
4. Send your request to:

Turning Leaf Counseling & Education Center

Attn: Records Request

Email: office@turningleaftx.net

Mailing Address: 403 E. Hillje St., El Campo, TX 77437

We will respond in accordance with Texas law and the HIPAA Privacy Rule, typically within 30 days. You may request electronic or paper copies of your records. Fees for copies, if any, will be disclosed to you before they are provided.

Contact the Texas Behavioral Health Executive Council

If you need to contact the licensing authority for behavioral health professionals in Texas, you may do so using the information below:

Texas Behavioral Health Executive Council (TBHEC)

Website: <https://www.bhec.texas.gov>

Phone: 512-305-7700

Mailing Address:

Texas Behavioral Health Executive Council

Attention: Consumer Relations

P.O. Box 12906

Austin, TX 78711-2906

You may also find contact details and complaint information on the Council's official **Contact Us** webpage.

File a Consumer Complaint

If you wish to file a complaint against this practice or any licensed behavioral health professional in Texas, you may do so through the Office of the Attorney General's Consumer Protection Division.

To file a complaint:

- Visit the Office of the Attorney General's Consumer Protection webpage:
<https://www.texasattorneygeneral.gov/consumer-protection>
- Follow the instructions on the site to submit your complaint.

You may also contact the Attorney General's office by phone or mail:

Office of the Attorney General — Consumer Protection Division

Phone: 1-800-621-0508

Mailing Address:

Office of the Attorney General

Consumer Protection Division

P.O. Box 12548

Austin, TX 78711-2548

Your Rights

You have the right to access your health care records, to know the contact information for the licensing board that oversees this practice, and to file a complaint if you believe your rights have been violated.

This information is posted in compliance with **Texas Health and Safety Code Section 181.105**, as required by **House Bill 4224 (89th Regular Session)**.