

Access to Records & Privacy Practices

Client Records and Right of Access

Clients have the right to access their mental health records in accordance with **Texas law** and **federal privacy regulations**. Records are maintained in a manner that allows timely review and duplication upon request.

Requests for access to records must be submitted in writing. Requests may be made by the client or an authorized representative.

How to Request Records

To request copies of records, please submit a written request that includes:

- Client name and date of birth
- Specific records requested
- Preferred delivery method (secure electronic copy or paper copy)
- Signature and date

Requests may be submitted by secure email, secure portal, or mailed to the practice address listed on this website.

Timeframe and Fees

Records requests are processed within the timeframes required by Texas law and HIPAA. Reasonable fees may be charged for copying or transmitting records, as permitted by law. Access to records will **not be denied solely due to an outstanding balance**.

Limitations on Access

In limited circumstances, access to portions of a record may be restricted if the psychologist determines that release would be harmful to the client's physical, mental, or emotional health, as permitted under **Texas Health & Safety Code §611.0045**.

If access is restricted:

- A written explanation will be provided
- Other non-restricted portions of the record will be made available
- The client may request that records be released to another qualified mental health professional of their choosing

Notice of Privacy Practices

This practice complies with the **Health Insurance Portability and Accountability Act (HIPAA)** and applicable Texas privacy laws. Our **Notice of Privacy Practices** describes:

- How protected health information (PHI) may be used and disclosed
- Clients' rights regarding their health information
- How to file a complaint regarding privacy concerns

A full copy of the Notice of Privacy Practices is available upon request and may also be accessed on this website.

Amendments to Records

Clients may request amendments to their records if they believe information is inaccurate or incomplete. Requests must be submitted in writing and will be reviewed in accordance with applicable laws and professional standards.

Record Retention and Custody

Records are retained for the duration required by Texas law and professional regulations. This practice maintains a plan for secure custody and control of records in the event of retirement, incapacity, or death of the psychologist.

Questions or Complaints

If you have questions about record access or privacy practices, please contact the practice directly.

Clients may also file a complaint with the **Texas Behavioral Health Executive Council (BHEC)**:

Texas Behavioral Health Executive Council

www.bhec.texas.gov