NOTICE TO PATIENTS

ACCESS TO HEALTH RECORDS & CONSUMER COMPLAINT INFORMATION

In accordance with Texas Health & Safety Code 181.105, patients are entitled to instruction regarding:

- Requesting medical records
- Contacting the applicable licensing authority
- Filing a consumer complaint

HOW TO REQUEST YOUR MEDICAL RECORDS

Step 1: Submit a written request to our office by:

- Email: records@normalchiropractic.com
- Fax: 430-207-2393
- Mail: Normal Chiropractic
  3400 G E Dr
  Tyler, TX 75701
- In person during business hours

Step 2: Include the following information:

- Full Name
- Date of Birth
- Phone Number
- Date range of records requested
- Signature and date
- Indicate how you would like the records returned to you or where you would like them sent

Step 3: Provide a Copy of a valid government- issued photo ID

Step 4: Our office will process your request in accordance with applicable Texas Law and HIPAA regulations. Reasonable copying and mailing fees may apply as permitted by law. For questions regarding records requests, contact our office at records@normalchiropractic.com or by calling 903-218-2238

HOW TO CONTACT THE CHIROPRACTIC LICENSING AUTHORITY

Texas Chiropractors are regulated by the:

Texas Board of Chiropractic Examiners
Website: *TBCE.com*
Phone: (512) 305-6700
Mailing Address:
Texas Board of Chiropractic Examiners
333 Guadalupe Street, Ste. 3-825
Austin, Texas 78701

You may contact the board regarding:

- Licensing questions
- Disciplinary matters
- Professional conduct concerns
- Filing complaint against a chiropractor

HOW TO FILE A CONSUMER COMPLAINT

Patients may file a consumer complaint regarding protected health information, privacy rights, or health care concerns under Texas Health & Safety Code 181.103.

Step 1: Visit the **Texas Attorney General Consumer Protection Website**
www.texasattorneygeneral.gov
Step 2: Complete the online complaint form or request a paper complaint form.
Step 3: Provide:

- Your contact information
- Name of the provider or facility
- Description of the complaint
- Relevant dates and supporting documents

Step 4: Submit the complaint through the Attorney General's Website or by mail.
PO BOX 12548
Austin, TX 78711-2548
Attorney General Consumer Protection Division
Phone: (800) 621-0508

This Notice is provided pursuant to Texas Health & Safety Code 181.103 and 181.05