



Amora Counseling, PLLC

Complaints and Requests

Complaints

Contact the Practice

If you have a concern or complaint about the services you have received, you are welcome to contact our office directly. We are committed to addressing your concerns promptly and professionally.

Amora Counseling, PLLC

Address: 14200 Midway Rd, Ste 116, Farmers Branch, TX 75244

Phone: (214) 843-0381

File a Complaint with the Licensing Board

The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology. Although not every complaint against or dispute with a licensee involves professional misconduct, the Executive Council will provide you with information about how to file a complaint. Complaints must be submitted in writing. BHEC will review all complaints and notify you of next steps.

Texas Behavioral Health Executive Council (BHEC)

Phone: 1-800-821-3205

Address: 1801 Congress Ave., Ste. 7-300, Austin, Texas 78701

Website: bhec.texas.gov/contact-us/

Complaints: bhec.texas.gov/discipline-and-complaints/



PHONE

(214) 843-0381



EMAIL

info@amoracounseling.com



WEBSITE

www.amoracounseling.com



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File a Privacy Complaint with OCR

Privacy complaints regarding the use or disclosure of protected health information may be submitted to the U.S. Department of Health and Human Services, Office for Civil Rights. You will not be penalized or retaliated against for filing a complaint. For full contact information, please refer to our Notice of Privacy Practices.

U.S. Dept. of Health & Human Services — Office for Civil Rights

Phone: 1-800-368-1019

OCR Complaint Portal: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Requests

Request Records

You may request copies of your counseling records at any time. To submit a request:

- Submit a written request by email to **info@amoracounseling.com**
- Include the patient's full name, date of birth, the records being requested, and the address or email where you would like them sent
- Requests may also be mailed to: **14200 Midway Rd, Ste 116, Farmers Branch, TX 75244**

We will acknowledge and process your request within the timeframe required by applicable law. A reasonable, cost-based fee may apply for copying and delivery of records.



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Request Amendments to Records

You may submit a written request to amend information in your records that you believe is inaccurate or incomplete. Please include your full name, date of birth, and a description of the information you believe should be amended and the reason for your request. Submit amendment requests to **info@amoracounseling.com** or by mail to **14200 Midway Rd, Ste 116, Farmers Branch, TX 75244**.

Request an Accounting of Disclosures

You may request a list of certain disclosures of your protected health information made by our practice during the previous six years, as permitted by law. Note that disclosures made for treatment, payment, or healthcare operations purposes are generally not included in an accounting. Submit your request to **info@amoracounseling.com** or by mail to **14200 Midway Rd, Ste 116, Farmers Branch, TX 75244**.

Request Restrictions

You may request restrictions on the use or disclosure of your health information by submitting a written request to our practice. Please note that we are not required to agree to all requested restrictions except where required by law. Submit restriction requests to **info@amoracounseling.com** or by mail to **14200 Midway Rd, Ste 116, Farmers Branch, TX 75244**.

Request Confidential Communications

You may request that we communicate with you through specific methods or at specific locations to protect your privacy – for example, contacting you only by email or at a particular phone number. We will accommodate all reasonable requests. Submit your request to **info@amoracounseling.com** or by mail to **14200 Midway Rd, Ste 116, Farmers Branch, TX 75244**.



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