

PATIENT RIGHTS NOTICE

Arlington Chiropractic Neurology Center

817-419-6681 | FrontDesk@ChiroNeuro.com

Posted pursuant to Texas Health & Safety Code § 181.105 (Texas HB 4224)

1. HOW TO REQUEST YOUR MEDICAL RECORDS

You have the right to access and obtain copies of your medical records. To make a request, use any of the methods below:

- **In Person:** Complete a Medical Records Release Authorization Form at the front desk.
- **By Email:** FrontDesk@ChiroNeuro.com
- **By Phone:** 817-419-6681

Please bring a valid government-issued photo ID. Records are typically provided within **15 business days** of a complete, verified request. A reasonable, cost-based fee may apply as permitted by Texas law.

2. CONTACT THE APPLICABLE LICENSING OR DISCIPLINARY AUTHORITY

If you have concerns about the professional conduct or competency of a provider at this facility, you may contact the state licensing board:

Texas Board of Chiropractic Examiners (TBCE)

- **Address:** 333 Guadalupe Street, Suite 3-825, Austin, TX 78701
- **Phone:** (512) 305-6700
- **Email:** information@tbce.texas.gov
- **Website:** www.tbce.state.tx.us

3. HOW TO FILE A CONSUMER COMPLAINT (Tex. Health & Safety Code § 181.103)

You have the right to file a complaint regarding the privacy, security, or handling of your health information, or other consumer protection concerns, with the following agencies:

Texas Attorney General — Consumer Protection Division

- **Phone:** 1-800-621-0508 (toll-free) | **Website:** www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint

Texas Health and Human Services — Health Information Privacy

- **Phone:** 1-888-973-0022 | **Email:** HIPAAPrivacy@hhs.texas.gov | **Website:** www.hhs.texas.gov/about-hhs/your-rights/health-information-privacy

U.S. Dept. of Health & Human Services — Office for Civil Rights (Federal HIPAA)

- **Phone:** 1-800-368-1019 (toll-free) | **Website:** www.hhs.gov/ocr/complaints | File within **180 days** of the alleged violation.

Filing a complaint will not affect your right to receive care at this facility. We do not retaliate against patients for exercising their rights.