

# Your Health Information Rights & How to Exercise Them

For Patients/Clients of Cristina's Counseling and Recovery

Effective Date: September 1, 2025

In accordance with Texas House Bill 4224 (Section 181.105, Health and Safety Code), this notice provides you with clear instructions on how to access your health care records, contact the relevant state council, and file a formal consumer complaint.

## How to Request Your Health Care Records

You have the right to access, inspect, and obtain a copy of your health information maintained by Cristina's Counseling and Recovery.

### To Request Your Records:

Preferred Method (Online): Please submit your message request through your simple practice portal OR

By Email: Send your written, signed request to: [cristina@ccounselingrecovery.com](mailto:cristina@ccounselingrecovery.com)

### What to Include in Your Written Request:

Your full name, date of birth, and contact information.

A clear description of the information you are requesting (e.g., "records from Jan 2024 to present").

The preferred format for receiving the records (mailed paper copy or e-mail).

Your signature and the date of the request.

Response Time: We will respond to your request within 15 days of receipt as required by Texas law and provide the records within 30 days. Fees may apply as permitted by state law for copying and preparation.

### How to Contact the Relevant State Licensing Council

For questions or concerns regarding the licensure, conduct, or practice standards of this facility or its licensed professionals, you may contact the appropriate Texas state council.

Please visit the Texas Health and Human Services "Contact Us" webpage to find the correct council for your provider type (e.g., Medical Board, Board of Nursing, Board of Pharmacy, etc.):

[<https://www.hhs.texas.gov/about/contact-us>]

This page provides direct contact information, including phone numbers and mailing addresses, for all health-related licensing boards and councils in Texas.

### How to File a Consumer Complaint with the Office of the Attorney General

If you believe your consumer rights have been violated, including potential violations of privacy, deceptive trade practices, or other consumer protection laws, you may file a complaint with the Texas Attorney General's Office.

File a complaint online through the Official Consumer Protection Division webpage:

<https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>

You may also contact them by phone or mail:

Phone: (800) 621-0508

Mail: Office of the Attorney General, Consumer Protection Division, P.O. Box 12548, Austin, TX  
78711-2548

For Internal Questions Regarding Your Records or Our Privacy Policies:

You may always contact our office directly at:

Cristina's Counseling and Recovery

[ccounselingrecovery.com](http://ccounselingrecovery.com)

832.793.4288

[cristina@ccounselingrecovery.com](mailto:cristina@ccounselingrecovery.com)

This notice is posted in compliance with Texas Health and Safety Code §181.105, enacted by HB 4224 (89th Regular Session).