

## How to Access Records or File a Complaint

### You have the right to request a copy of your health care records.



















To receive a copy of your health records, you need to submit a request: Please complete a Release of Information (ROI) form or any other applicable authorization documents. These forms are available at the front desk of Gulf Bend Center’s main facility.

#### Send Your Request:

<b>By Mail:</b> 6502 Nursery Drive, Suite 100. Victoria, TX 77904.	<b>By Fax:</b> 1 (361) 578 - 5500	<b>By Email:</b> Medrec1@gulfbend.org
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**Processing Time:** Requests will be handled in accordance with Texas law and HIPAA regulations.

### If you have concerns about services, staff, or your rights, you may file a complaint using the options below.

<b>Gulf Bend Center   LMHA / LIDDA (Internal)</b>  <u>Sebbie Miller – Rights Protection Officer</u>  1 (361) 582-5364 – Rights Protection Officer  1 (361) 582-2303 – Compliance Hotline  <a href="mailto:Compliance@gulfbend.org">Compliance@gulfbend.org</a> *For anonymity, contact Compliance  <a href="#">GBC Client Rights Page</a> Submit complaints about services, staff, or unauthorized access to records (HIPAA violation)	<b>Texas HHSC – Behavioral Health</b>  1 (877) 787-8999 – Office of the Ombudsman  <a href="#">Office of the Ombudsman</a>  1 (800) 458-9858 – HHSC Compliant & Incident  <a href="#">HHSC Behavioral Health Complaint Page</a>  1 (800) 388-6332 – Office of Civil Rights Oversight of LMHA/LIDDA operations, programs, and compliance
<b>Office for Civil Rights - HHS</b>  1 (800) 368-1019 National Hotline  <a href="#">OCR Complaint Page</a> HIPAA privacy, security, or access complaints	<b>Texas Department of Insurance (TDI)</b>  1 (800) 252-3439  <a href="#">TDI Complaint Page</a> Insurance fraud, coverage, claims or denials complaints
<b>Disability Rights Texas</b>  1 (800) 252-9108  <a href="#">RDT Complaint Page</a> Rights assistance, discrimination, or access complaints	<b>Texas Attorney General</b>  1 (800) 621-0508  <a href="#">TAG Complaint Page</a> Unlawful practices, access issues, or rights complaints
<b>Additional Rights &amp; Concern contacts:</b> <b>ADA (Americans with Disabilities Act) Information</b> <a href="https://www.ada.gov">https://www.ada.gov</a> ; 1 (800) 514-0301 <b>ARC (Rights for Intellectual and Developmental Disabilities)</b> <a href="https://www.thearcoftexas.org">https://www.thearcoftexas.org</a> ; 1 (512) 454-6694 <b>Texas Department of Family and Protective Services</b> <a href="http://www.txabusehotline.org">www.txabusehotline.org</a> ; 1 (800) 252-5400 <b>Texas Relay for deaf, hard-of-hearing or speech-disabled</b> <a href="#">Don't Hang Up Incident Form</a> ; 711 or 1 (800) 735-5989	

### If you have concerns about licensed providers, you may file a complaint using the options below.

Profession	Board / Contact
Physicians (MD / DO)	<a href="#">Texas Medical Board, English &amp; Spanish</a> Posts, 1 (800) 201-9353
Nurses (RN / LVN)	<a href="#">Texas Board of Nursing</a> 1 (512) 305-7400
Licensed Professional Counselors (LPC)	<a href="#">Texas Behavioral Health Executive Council</a> 1 (800) 821-3205
Licensed Psychologists	<a href="#">Texas Behavioral Health Executive Council</a> 1 (800) 821-3205
Licensed Clinical Social Workers	<a href="#">Texas Behavioral Health Executive Council</a> 1 (800) 821-3205