

Consumer Access to Health Records and Complaint Information

In accordance with Texas House Bill 4224 (effective September 1, 2025), we provide the following information to help you understand your rights and how to act on them:

1. Request Your Health Care Records

To request a copy of your health care records, please send me a written request via email to: christine@bravemindtherapy.org

You will be required to complete a records request form, which I will upload to your portal after receiving the form.

2. File a Consumer Complaint or contact the Licensing authority

If you need to contact the disciplinary or licensing authority that regulates our practice, you may reach the appropriate agency below:

Texas Behavioral Health Executive Council— <https://bhec.texas.gov/>

Phone: (800) 821-3205 24-hour Investigations/Complaints line

Email: Enforcement@bhec.texas.gov

You may file a complaint regarding your access to records, privacy concerns, or other issues with us or with the enforcing authorities:

To file with the Office of the Attorney General — Consumer Protection Division:

<https://www.texasattorneygeneral.gov/> (or direct complaint link).

If you have questions about this information or your rights under HB 4224, please contact our office at (512) 693-8869 or christine@bravemindtherapy.org. This notice is provided to help you access your health records and understand how to exercise your rights under Texas law.