



# Texas Consumer Notice: Your Health Information Rights & How to Exercise Them

For Patients, Clients, and Individuals Receiving Health Care Services from Travis County

Effective Date: September 1st, 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

## Requesting Your Health Care Records

You have the right to request access to or obtain copies of your health care records maintained by Travis County.

To request records, please contact the Travis County department or office that created, maintains, or is responsible for the records you are requesting. Requests should be submitted directly to the appropriate department to ensure timely processing.

Please include your name, date of birth, contact information, and a description of the records you are requesting. Additional information may be required to verify your identity and process your request.

## Licensing and Regulatory Information

Questions or concerns regarding the services provided by Travis County may also be directed to the applicable licensing or regulatory authority.

**Licensing Authority:** [Texas Health and Human Services \(HHS\)](#)

North Austin Complex  
4601 W. Guadalupe St.  
Austin, TX 78751-3146

**Main number:** 512-424-6500

**TTY number:** 512-424-6597

**Website:** [Licensing, Credentialing and Regulation | Texas Health and Human Services](#)

## Filing a Consumer Complaint

If you believe your rights have been violated or wish to file a complaint regarding access to health care records or other consumer protection matters, you may contact the Texas Attorney General's Consumer Protection Division.

**Texas Attorney General – Consumer Protection Division**

**Website:** <https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>

Below are the primary Texas regulatory agencies for the listed healthcare professionals. These agencies are responsible for licensing, regulation, and disciplinary actions for their respective professions in Texas.

| Profession                                                                                        | Licensing Authority                       | Website                                                    |
|---------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------|
| Physicians                                                                                        | Texas Medical Board                       | <a href="#">Texas Medical Board</a>                        |
| Nurses (RNs, LVNs, APRNs)                                                                         | Texas Board of Nursing                    | <a href="#">Texas Board of Nursing</a>                     |
| Pharmacists and Pharmacies                                                                        | Texas State Board of Pharmacy             | <a href="#">Texas State Board of Pharmacy</a>              |
| Licensed Professional Counselors, Social Workers, Marriage & Family Therapists, and Psychologists | Texas Behavioral Health Executive Council | <a href="#">Texas Behavioral Health Executive Council</a>  |
| EMTs and Paramedics                                                                               | Texas Department of State Health Services | <a href="#">Texas DSHS EMS Certification and Licensure</a> |

**Travis County will not retaliate against any individual for filing a complaint or exercising their rights under applicable law.**