

HOW TO FILE A CONSUMER COMPLAINT

In accordance with Texas Health and Safety Code §181.103 and §181.105, an individual may file a consumer complaint regarding protected health information, privacy rights, or health care concerns.

Step 1:

Visit the **Texas Attorney General Consumer Protection** website:

- www.texasattorneygeneral.gov/consumer-protection

Step 2:

Complete the online complaint form or request a paper complaint form.

Step 3:

Provide:

- Your contact information
- Name of the provider/facility
- Description of the complaint
- Relevant dates and supporting documents

Step 4:

Submit the complaint through the Attorney General's website or by mail.

PO Box 12548

Austin, TX 78711-2548

Attorney General Consumer Protection Division Phone:

800-621-0508

NOTICE REGARDING MEDICAL RECORDS REQUESTS

Patients may request copies of their medical records through the following methods:

- Email: askparkerclinics@parker.edu
- Phone: 972-438-9355 Ext: 7535
- In Person

Email Requests:

If completing the authorization form outside of the clinic and submitting it by email, a copy of a valid photo identification must be included with the request.

Fees:

- Medical Records: \$25
- X-Ray Disc: \$5

Please allow up to 15 business days for processing.

NOTICE REGARDING CONTACTING THE TEXAS CHIROPRACTIC LICENSING AUTHORITY

In accordance with Texas Health and Safety Code §181.105, Texas chiropractors are regulated by the Texas Board of Chiropractic Examiners (TBCE).

CONTACT

Texas Board of Chiropractic Examiners

- Website: tbce.state.tx.us
- Phone: 512-305-6700
- Email: tbce@tbce.texas.gov
- Mailing Address:
Texas Board of Chiropractic Examiners 1801 Congress
Avenue, Ste. 10.500
Austin, Texas 78701-1319

You may contact the Board regarding:

- Licensing questions
- Disciplinary matters
- Professional conduct concerns