

# CONSUMER HEALTH RECORD ACCESS INFORMATION

(Required Posting per Texas Health & Safety Code Chapter 181 & HB 4224)

## 1. How to Request Your Health Care Records

You have the right to request access to your health care records.

### **Contact:**

Katrina Stogner  
Medical Record Custodian  
Email: [kstogner@sbctx.org](mailto:kstogner@sbctx.org)  
Phone: 432-620-0255 ext. 1036

### **Instructions:**

- Submit your request by email, phone, or in person.
- Katrina can provide any forms required for your request.
- Records will be provided within 15 business days, in accordance with Texas Administrative Code guidelines.

## 2. How to Contact Our Licensing Authority

### **Our facility is licensed by:**

Texas Health and Human Services Commission (HHSC)  
License #: 3144  
Location #: 3143

HHSC — Regulatory Services Complaint & Incident Intake  
Mail Code E-249  
P.O. Box 149030  
Austin, TX 78714-9030  
Phone: (800) 458-9858, Option 1  
Email: [cii.sa@hhsc.state.tx.us](mailto:cii.sa@hhsc.state.tx.us)

## 3. How to File a Consumer Complaint with the Texas Attorney General

You may file a consumer complaint with the Texas Office of the Attorney General (OAG).

### **Online Complaint Portal:**

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

**This webpage provides:**

- Consumer complaint form (online submission)
- Instructions for uploading supporting documents
- Information on complaint review processes
- Categories of complaints accepted (including medical, privacy, billing, fraud, deceptive practices)

**If You Prefer to File a Written Complaint:**

Office of the Attorney General  
Consumer Protection Division  
P.O. Box 12548  
Austin, TX 78711-2548  
Phone: (512) 463-2185

**When submitting a written complaint, include:**

- Your full name and contact information
- Name of the business/individual involved
- A clear description of your concerns
- Relevant dates
- Copies (not originals) of supporting documents

