

## Consumer Information & Patient Rights

In accordance with **Texas House Bill 4224 (89th Regular Session)** and **Texas Health & Safety Code §181.105**, the following information is provided to help consumers understand how to access their health records, contact the appropriate licensing authority, and file a complaint if needed.

### Requesting Your Health Care Records

You have the right to request access to your health care records. We maintain and safeguard client records for 7 years after the last date of service.

To request your records from Light and Life Counseling, PLLC please follow these steps:

1. Submit a *written* request to your treating clinician or to the practice directly via:
  - o Email: [inquiries@lightandlifecounselingatx.com](mailto:inquiries@lightandlifecounselingatx.com)
  - o Secure client portal
2. Include:
  - o Your full name
  - o Date of birth
  - o The specific records requested
  - o Your preferred method of delivery (secure email or pickup)
3. Requests will be processed in accordance with Texas law, applicable privacy regulations and ethical standards.

### Contacting the Texas Behavioral Health Executive Council

For questions about your rights related to health information privacy, or to file a complaint with our licensing board, you may contact the Texas Behavioral Health Executive Council:

Council Contact Page: <https://bhec.texas.gov/contact-us/>

### Filing a Consumer Complaint

If you wish to file a consumer complaint, you may do so with the Texas Office of the Attorney General – Consumer Protection Division via their complaint portal.

Consumer Complaint Portal: <https://www.texasattorneygeneral.gov/consumer-protection>

If you have questions about any of the above, please contact us at [inquiries@lightandlifecounselingatx.com](mailto:inquiries@lightandlifecounselingatx.com)