



Texas Consumer Information: Health Record Access & Complaints

Effective Date: 09/01/2025

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At Deer Oaks – The Behavioral Health Solution (Deer Oaks), we are committed to protecting the privacy of individuals we serve and ensuring transparency around how health information is accessed, used, and safeguarded.

In alignment with Texas Health and Safety Code Section 181.105 and Texas House Bill 4224 (89th Regular Session), we are required to post details regarding how to:

- a) Request the consumer's health care records
- b) Contact the state's licensing or disciplinary authority for the covered entity
- c) File a consumer complaint

For more detailed information regarding Deer Oaks' Privacy Practices, please see the Notice of Privacy Practices and Notice of Patient Rights and Responsibilities which is hyperlinked at the bottom of our website or available upon request. In addition to the Notice of Privacy Practices and Notice of Patient Rights and Responsibilities, posting this detailed information on our website complies with the new requirements in place for Texas residents. If you are a patient located in a state other than Texas, you also have the right to file a complaint with the appropriate state regulatory authority if you believe your rights have been violated.

Your Right to Access Consumer Health Records

You have the right to request access to certain **consumer health records** maintained by Deer Oaks. These records may include information related to:

- Behavioral and mental health services
- Clinical assessments and treatment documentation
- Appointment and service records
- Billing or insurance-related health information
- Other health-related information collected in connection with services provided by Deer Oaks

Deer Oaks maintains these records to support continuity of care, quality improvement, operational needs, and compliance with applicable laws.

How to Request Access to Your Records

Requests for access to consumer health records must be submitted in writing.

Email: records@deeroaks.com

Mail:

Deer Oaks – A Behavioral Health Organization
Attn: Medical Records Department
7272 Wurzbach Rd., Suite 601
San Antonio, TX 78240

Fax: (855) 916-3600

Questions Only: (210) 615-3440

To assist with timely processing, please include:

- Full legal name
- Date of birth
- Description of the records requested
- Preferred method of response
- If you are requesting on behalf of a patient, please include your relationship with the patient.

For your protection, Deer Oaks will require an Authorization to Exchange Information Form to be completed prior to releasing any records. Deer Oaks may also require identity verification prior to releasing records. If you are requesting on behalf of a patient, Deer Oaks will require written documentation of your authority to sign the Authorization to Exchange Information Form and obtain copies of the patient's records.

Response Timeframe

Deer Oaks will respond to verified requests **within 30 days and/or as required by applicable state law**. If additional time is needed due to the scope or complexity of the request, you will be notified in writing.

Your Rights

Depending on the nature of the information and applicable law, you may have the right to:

- **Access** your consumer health records
- **Request correction** of inaccurate or incomplete information
- **Request deletion** of certain consumer health data, subject to legal, clinical, and regulatory requirements
- **Limit or withdraw consent** for certain uses of consumer health information
- **Receive information** about how consumer health data is collected, used, and disclosed
Certain information may be retained when required by law, payer requirements, clinical standards, or contractual obligations.

How Deer Oaks Protects Your Information

Deer Oaks maintains **administrative, technical, and physical safeguards** designed to protect consumer health records from unauthorized access, use, or disclosure.

Access to consumer health information is restricted to authorized personnel and permitted third parties as necessary to provide services and meet legal and regulatory requirements.

Contact the Licensing/Disciplinary Authority

If you need to contact the licensing or disciplinary authority for your provider for questions about licensure or professional standards or to file a complaint, please use the following:

Psychology Service Providers Licensing Authority

Texas Behavioral Health Executive Council - (choose applicable board for your provider type)

Website: <https://bhec.texas.gov/contact-us/>

Phone: (512) 305-7700

Psychiatry Service Providers Licensing Authority

Texas Medical Board – Psychiatrist or Physician Assistant

Website: <https://www.tmb.texas.gov/about-us/about-the-agency>

Texas Board of Nursing – Nurse Practitioner

Website: https://www.bon.texas.gov/contact_us.asp.html

Company Disciplinary Authority

Texas Health and Human Services

Website: <https://www.hhs.texas.gov/contact>

File a Consumer Complaint

If you would like to file a consumer complaint against a business in the state of Texas, the Texas Attorney General's Consumer Protection Division has you submit the complaint online at:

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

Questions or Concerns

If you have questions or concerns about this notice or your rights related to consumer health records, please contact:

Brittany Velebil, CMCO, Privacy Officer
Deer Oaks – The Behavioral Health Solution
compliance@deeroaks.com
(888) 365-1795

Changes to This Notice

Deer Oaks may update this notice periodically to reflect changes in law or operational practices. Updates will be posted on this page, and the "Last Updated" date will reflect the most recent revision.