

Patient Records Requests

House Bill 4224 (89th Regular Session)

[House Bill 4224 \(89th Regular Session\)](#), which went into effect on Sept. 1, 2025, requires licensees, per [Section 181.105 of the Health and Safety Code](#), to prominently post on their website and at any facility detailed instructions to enable a consumer to:

- Request the consumer's health care records from the licensee
- Contact the Council, as found on the Council's [Contact Us webpage](#); and/or
- File a consumer complaint with the [Office of Attorney General's Consumer Protection webpage](#).

Here's The Legal Details

Per Texas Health and Safety Code Chapter 611, Page 179 of LPC Rules §611.008

§611.008. Request by Patient or Representative

(a) On receipt of a *written request* from a patient to examine or copy all or part of the patient's recorded mental health care information, a professional, as promptly as required under the circumstances but *not later than the 15th day after the date of receiving the request*, shall:

1. Make the information available for examination during regular business hours and provide a copy to the patient, if requested; or
2. Inform the patient if the information does not exist or cannot be found.

(b) Unless provided for by other state law, *the professional may charge a reasonable fee* for retrieving or copying mental health care information and is not required to permit examination or copying until the fee is paid unless there is a medical emergency.

(c) A professional may not charge a fee for copying mental health care information under Subsection (b) *to the extent the fee is prohibited under Subchapter M, Chapter 161*.

How To Make A Proper Records Request

- **Step 1:** Download and print this form: https://www2.texasattorneygeneral.gov/files/agency/hb300_auth_form.pdf
- **Step 2:** Once completed
 - Email to SECURE PRIVATE EMAIL:



- kip@braincodecorp.com
- Mail it to:

ATTN: Privacy Officer
Anne Kip Rodgers
2770 Main Street, Ste 137
Frisco, TX 75033

Please note that according to TX law (see above) the facility/counselor from whom you are requesting records has 15 calendar days *from the receipt of your request* to comply.