



Texas law gives clients important rights regarding access to counseling records and how to raise concerns about services. In accordance with Texas House Bill 4224, licensed counselors are required to make this information accessible to clients.

Requesting Access to Counseling Records

Texas law gives clients the right to request access to their counseling records, with limited exceptions allowed by law.

How to Request Records

Requests must be made in writing and should include:

- Client's full name and date of birth
- The specific records being requested
- Preferred delivery method (email, mail, or secure pickup)
- Signature and date

Written requests help ensure timely processing and protect client confidentiality.

Submit requests directly to your counseling, or to:

- Email: info@newrhythmstherapy.com

What Records May Include

A counseling record may include items such as:

- Intake or assessment documentation
- Treatment plans
- Progress notes
- Billing or payment records
- Signed consent or release forms
- Contact notes related to scheduling or coordination of care

Clients are encouraged to request only the records they need, as requesting a full chart may include additional documents and result in higher fees.



Timeframe for Requests

- Counselors respond to record requests within 15–30 days, as allowed by Texas law.
- If a request cannot be fulfilled within that timeframe, clients will be notified as required by law.

Fees

- Texas law permits counselors to charge reasonable fees for copying, preparing, and delivering records.
- Any applicable fee will be communicated before records are released.
- Records are not released until required fees are paid.

Limits to Record Access

In limited situations, a counselor may deny or restrict access to records if releasing them is determined to be harmful to the client's physical, mental, or emotional health, as allowed by Texas law.

If access is denied:

- The counselor will provide a written explanation within the required timeframe
- In some cases, a treatment summary may be offered instead of full records

Requests for a Minor's Records

When records involve a minor:

- A parent or legal guardian with legal rights may request records
- Certain information may be redacted to protect confidentiality or comply with court orders
- In some situations, release of a minor's full record may be limited if it is not clinically appropriate



Concerns or Complaints About Services

Your feedback matters to us. If you have a concern about your care or experience with this practice, we encourage open communication and resolution whenever possible.

As a first step, clients are invited to share concerns through our **internal feedback and concern form**, which allows us to address issues thoughtfully and confidentially.

👉 <https://forms.gle/DapMHqFwoxLGyzwG6>

Clients may also choose to discuss concerns directly with their counselor or request support from practice leadership.

Counseling clients always have the right to file a formal complaint with the appropriate oversight agencies if concerns cannot be resolved internally or if they prefer to pursue an external process.

Texas Behavioral Health Executive Council (BHEC)

- **Phone:** (512) 305-7700
- **Toll-Free Complaint Line:** (800) 821-3205
- **Email:** Enforcement@bhec.texas.gov
- **Website:** www.bhec.texas.gov

Texas Attorney General – Consumer Protection

File a consumer complaint online:

www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint