

Patient Access to Health Records & Important Regulatory Information

Your Rights as a Patient

At McLean Hearing Center, we believe our patients should have clear and convenient access to their health care records and understand their rights regarding their health information.

Texas law provides certain rights regarding the privacy of and access to health care records under **Texas Health & Safety Code, Chapter 181, Medical Records Privacy**.

Requesting Your Health Records

Patients or their authorized representatives may request access to health care records maintained by McLean Hearing Center.

To request your records, please contact our office:

McLean Hearing Center

Phone: 214-363-4955

Email: angela@mcleanhearingcenter.com

Please provide your name and identify the records you are requesting. Our office will assist you with your request in accordance with applicable federal and Texas laws.

Texas Department of Licensing and Regulation – Hearing Instrument Fitters and Dispensers

McLean Hearing Center provides hearing instrument services through professionals licensed by the **Texas Department of Licensing and Regulation (TDLR)**.

Texas law provides certain rights regarding privacy of and access to health care records (Texas Health & Safety Code, Chapter 181, Medical Records Privacy).

To file a consumer complaint alleging a violation of your privacy rights regarding protected health information, contact the **Texas Office of the Attorney General, Consumer Protection Division**.

Report suspected violations of statutes or rules enforced by the Texas Department of Licensing and Regulation by contacting the Department or calling **(800) 803-9202**.

Texas Department of Licensing and Regulation
Hearing Instrument Fitters and Dispensers

P.O. Box 12157
Austin, TX 78711
Phone: **(800) 803-9202**
(512) 463-6599
Relay Texas-TDD: **(800) 735-2989**

[TDLR – Hearing Instrument Fitters and Dispensers](#)

Texas Department of Licensing and Regulation – Audiologists

McLean Hearing Center also provides audiological services through professionals licensed by the **Texas Department of Licensing and Regulation – Speech-Language Pathologists and Audiologists Program**.

Texas law provides certain rights regarding privacy of and access to health care records (Texas Health & Safety Code, Chapter 181, Medical Records Privacy).

To file a consumer complaint alleging a violation of your privacy rights regarding protected health information, contact the **Texas Office of the Attorney General, Consumer Protection Division**.

Report suspected violations of statutes or rules enforced by the Texas Department of Licensing and Regulation by contacting the Department or calling **(800) 803-9202**.

Texas Department of Licensing and Regulation

Speech-Language Pathologists and Audiologists

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[TDLR – Speech-Language Pathologists and Audiologists](#)

Filing a Complaint with TDLR

If you believe a licensed professional or facility has violated a statute or rule under TDLR's jurisdiction, you may file a complaint with the Texas Department of Licensing and Regulation.

TDLR's Enforcement Division reviews consumer complaints to determine whether the Department has jurisdiction and whether a violation may have occurred.

[File a Complaint with TDLR](#)

Privacy Complaints

If you believe your privacy rights concerning protected health information have been violated, you may contact the **Texas Office of the Attorney General, Consumer Protection Division** to file a consumer complaint.

[Texas Attorney General – Consumer Protection](#)

Our Commitment to Our Patients

At McLean Hearing Center, protecting your privacy and providing access to your health information are important parts of the care we provide.

If you have questions about your health records, privacy rights, or how to request your records, please contact us at **214-363-4955**. We are happy to assist you.

This notice is provided to help our patients understand their rights and the regulatory resources available to them. It is not intended to provide legal advice.