How to Request Your Records
You have the right to request a copy of your health care records. You can initiate this process by contacting me. You can also access documentation through our Simple Practice portal.
Phone: 512-210-1035
Email: info@atxaccess.com
Patient Portal: https://atxaccess.clientsecure.me/

Third-Party Requests, Timeline, & Fees
If you would like your records sent to someone else, we require a signed written request indicating your (1) permission and (2) the specific person or entity to whom you would like the record released. To initiate this process, please complete and return a signed release form. This information will be provided within 15 business days from receipt of a valid written request. A reasonable, cost-based fee for preparing and furnishing this information may be charged according to the rulings set forth by the Texas Medical Board.

Licensing & Disciplinary Authority
Neuropsychologists licensed in the state of Texas are regulated by the Texas State Board of Examiners of Psychologists, a division of the Texas Behavioral Health Executive Council.
Address: 1801 Congress Ave., Ste. 7.300, Austin, Texas 78701
Phone: (512) 305-7700
Official Contact Page: https://bhec.texas.gov/contact-us/

Filing a Complaint
Patient satisfaction is very important to us. If you have concerns or complaints regarding your care or privacy at Access Neuropsychology of Austin PLLC, please inform me as soon as possible so I can work to address your concerns.
Phone: 512-210-1035
Email: info@atxaccess.com

If you wish to file a formal consumer complaint or need to contact our licensing board directly, you may do so through the Texas Behavioral Health Executive Council (BHEC)

- Complaints must be submitted using the Official BHEC Complaint Form
- If you are unable to complete the online form, contact the BHEC through their Contact Form to request a physical Complaint Form be mailed to you.
- You can also contact the BHEC Investigations/Complaints 24-hour, toll-free system**:** 800-821-3205

Texas Office of the Attorney General:

- File a complaint using their Consumer Protection Complaint Form

Secretary of the U.S. Department of Health and Human Services (HHS):

- Complaints can be submitted through the HHS Complaint Portal Assistant