



Important Notice for Clients

DISCLOSURE OF RECORDS TO CLIENTS

Clients have the right to access or obtain a copy of their clinical and billing records maintained by BMHS clinicians.

To request records, clients must submit a written request to the agency's designated Records Custodian at: [**medicalrecords@alexanderjfs.org**](mailto:medicalrecords@alexanderjfs.org)

In accordance with Section 181.105 of the Texas Health and Safety Code, the counseling department will provide the requested records no later than **15 business days** after receiving a complete written request. When requested and available, records will be provided in an electronic format. Reasonable, cost-based fees for copying or electronic preparation may apply as permitted by law.

In limited circumstances, access to certain information may be restricted if release could cause substantial harm; however, clients will be notified of the decision and informed of their right to request a review. Clients may also submit a written request to amend or correct information they believe is inaccurate or incomplete.

COMPLAINTS

Complaints must be submitted in writing to Chief Clinical Officer, Alexander JFS, 4131 S. Braeswood, Houston, TX 77025.

The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by licensed mental health professionals. For more information, call Investigations/Complaints 24-hour, toll-free system: 1-800-821-3205, or write to: Texas Behavioral Health Executive Council, George H.W. Bush State Office Bldg. 1801 Congress Ave. Ste. 7.300, Austin, Texas 78701. Additional info can be found at: <https://bhec.texas.gov>

Consumer complaints can also be filed with the **Office of Attorney General's Consumer Protection** <https://www.texasattorneygeneral.gov/consumer-protection>

If you believe your privacy rights have been violated, you may file a complaint with the **Department of State Health Services** at 1-800-942-5540.