

## **Consumer Access to Health Records, Privacy Compliance and Complaint Information**

Karla Hutcherson M.Ed, LPC-S and Hutcherson Consulting dba Lifeline CMS

Texas License 61380 and Colorado License 0017986

In accordance with House Bill and Texas Health and Safety Code Section 181.105. Karla Hutcherson M.Ed, LPC-S and Hutcherson Consulting dba Lifeline CMS provides the following information to assist clients with:

- Requesting access to health records
- Contacting the state licensing authority
- Filing a consumer complaint

### **Requesting Your Health Records**

Current and former clients may request copies of their counseling and mental health records maintained by Karla Hutcherson, M.Ed, LPC and Hutcherson Consulting dba Lifeline CMS. Requests must be submitted by email to [karla@lifelinecms.com](mailto:karla@lifelinecms.com) or in person by appointment only. The following information needs to be included in your request.

- Full name and date of birth
- Current phone number and email address
- Description of records requested including specific dates
- Preferred method of delivery such as secure electronic delivery, mail, or in person pickup
- Client signature and date

If records are requested by anyone other than the client, documentation verifying legal authority is required. Examples include guardianship or medical power of attorney.

Identify verification will be required to protect client privacy and confidentiality in accordance with state and federal laws.

## **Licensing Board Information**

Karla Hutcherson, M.Ed, LPC-S and Lifeline CMS is regulated by the Texas Behavioral Health Executive Council, the licensing authority for Licensed Professional Counselors in the State of Texas.

Questions regarding licensure or professional regulation may be submitted through the Council's website <https://bhec.texas.gov/contact-us/>. When submitting an inquiry, select **Licensed Professional Counselor** as the license type.

Clients or members of the public who wish to file a consumer complaint may do so through the **Texas Office of the Attorney General Consumer Protection Division** at their website <https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>. When submitting a complaint, include relevant, dates, names and supporting documentation.

Questions regarding House Bill 4224 or consumer access requirements under Texas law, contact Texas Health and Human Services at [HCR\\_PRU@hhs.texas.gov](mailto:HCR_PRU@hhs.texas.gov)