

POLICY
REQUESTING CONSUMER HEALTH RECORDS

Requiring Authority: Texas Health & Human Services Commission
Mission Road Developmental Center

Office of Primary Responsibility: President, COO, MRDC

Affected Departments: Adult Community Services

Mission Road inspires and prepares people with IDD to live their best lives. We are a faith-based organization that is called by God to assist people with IDD to become independent, productive, and included in the community as they possibly can. We value Faith, Family, Respect, Integrity and Teamwork. These values are essential characteristics of all our employees so that we will be successful in our mission.

This policy and/or procedure was created to ensure there is consistency for the people we serve. We are committed to ensuring each person receives top quality services that inspires and equips him or her to live their best life.

This policy has been implemented to comply with House Bill 4224, pursuant to Texas Health & Safety Code Chapter 181, regarding requesting consumer health records.

How to request consumer health records from the Mission Road Developmental Center:

- All requests for consumer health records must be submitted in writing and through the general information email address (info@mrmsat.org) found on the Mission Road Ministries webpage.
- The request should include the following.
 - Consumers name
 - Person making the request and relationship to the consumer
 - Purpose of the release of information
 - Contact information, including phone number and email address, of the person requesting the information
 - Specific health care information requesting (i.e. diagnoses, medications, hospitalizations, test results, etc.)
 - Specific date range requested
- Requests for information will require consent from the consumer or the consumer's Legally Authorized Representative (LAR) or legal guardian.
- Request for health records ends upon requesters receipt of the requested information.
- MRDC will fulfill the request, with appropriate consent, no later than 30 days upon receiving the request.

- A flat fee of \$15 will be charged for each request.

How to contact the Health Facility Compliance Unit for Region 8 (Bexar County)

Complaints regarding the compliance of the provider can be filed online,

HFC.SanAntonio@hhs.texas.gov or mailed to the following address:

Texas Health and Human Services Commission

6711 S. New Braunfels Ave. Ste. 100

Bldg. 518, Houston Hall, 2nd floor

San Antonio, Texas 78223

Consumer complaints can also be made to the Texas Attorney General

Complaints can be filed online

(<http://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>)

For additional information regarding how to file a complaint with the Attorney General can access

(texasattorneygeneral.gov/consumer-protection)