

## **Mental Health Records Access & Consumer Rights Notice**

### **Your Right to Access Your Mental Health Records**

You have the right to **request access to your mental health records** maintained by **The Lakewood Group LLC** including records from **in-office and telehealth services**, as permitted by Texas and federal law.

Some mental health records may be subject to special handling or limitations as allowed by law. If any portion of your request cannot be granted, we will explain the reason and your options.

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### **How to Request Your Records**

You may request a copy of your records in the following ways:

- **Online:** Patient Portal: <https://www.therapyportal.com/>
- **Email:** [frontdesk@lakewoodgroup.net](mailto:frontdesk@lakewoodgroup.net)
- **Mail:** 2237 Ridge Rd Suite 101 Rockwall Tx 75087
- **In Person (In-Office Services):** 2237 Ridge Rd Suite 101 Rockwall Tx 75087
- **Telehealth Patients:** Requests may be submitted electronically or by phone. [frontdesk@lakewoodgroup.net](mailto:frontdesk@lakewoodgroup.net) / 972-771-3969 ext. 201

### **Questions About Requests**

- **Health Information / Privacy Contact:** Gena, Office Manager
- **Phone:** 972-771-3969 ext. 204
- **Email:** [gena@lakewoodgroup.net](mailto:gena@lakewoodgroup.net)

Identity verification is required before records are released. Any fees will comply with Texas and federal law.

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### **Concerns About Your Records or Privacy**

If you believe your request for access to your mental health records has been delayed, denied, or handled improperly, you may contact us directly:

- **Privacy Officer / Designated Contact:** Gena, Office Manager.
- **Phone:** 972-771-3969 ext. 204
- **Email:** [gena@lakewoodgroup.net](mailto:gena@lakewoodgroup.net)

We take privacy and confidentiality seriously and encourage you to reach out with any concerns.

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### **How to File a Complaint**

You have the right to **file a complaint without fear of retaliation.**

#### **Internal Complaint**

You may submit a complaint directly to **The Lakewood Group** by contacting:

- **Complaint Contact:** Gena, Office Manager.

- **Phone:** 972-771-3969 ext. 204
  - **Email or Mailing Address:** [gena@lakewoodgroup.net](mailto:gena@lakewoodgroup.net) / 2237 Ridge Rd Suite 101  
Rockwall Tx 75087
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### **Licensing & Regulatory Authorities**

You may also contact the applicable **Texas licensing or regulatory authority:**

#### **Texas Behavioral Health Licensing Boards**

(Depending on provider type: Psychology, LPC, LCSW, LMFT, Psychiatry)

- **Texas Behavioral Health Executive Council (BHEC):**

Website: <https://bhec.texas.gov>

Phone: (512) 305-7700

**Texas Medical Board** (for psychiatrists or physician services)

- Website: <https://www.tmb.state.tx.us>
  - Phone: (512) 305-7030
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### **Telehealth-Specific Privacy Information**

For telehealth services, **The Lakewood Group LLC** uses secure, HIPAA-compliant technology. Patients are encouraged to participate from a private location and to contact us with any concerns about confidentiality during virtual sessions.

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### **Additional Patient Rights**

Texas and federal law protect your rights regarding:

- Access to your mental health records
- Confidentiality and security of your information
- Filing complaints related to care or records access

You will not be penalized or retaliated against for exercising these rights.

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### **Effective Date**

This notice is provided in accordance with **Texas Health & Safety Code §181.105**, as amended by **HB 4224**, effective **September 1, 2025**.