

Patient Records, Privacy, and Complaint Information

Requesting Your Medical Records

Patients have the right to request copies of their medical records.

To obtain a copy of your records, please follow these steps:

1. Complete and sign a Medical Records Request Authorization Form.
2. Submit the completed form to our office by:
3. Email: drturnerchiro@aol.com
4. Fax: (214) 771-0664
5. Mail: 2135 Ridge Rd. Ste. 102 Rockwall, TX 75087
6. In Person: 2135 Ridge Rd. Ste. 102 Rockwall, TX 75087
7. Include a copy of a valid government-issued photo identification.
8. Specify whether you would like your records sent electronically, by mail, or made available for pickup.
9. Allow sufficient time for processing as permitted by applicable federal and state law.

If you have questions regarding your records request, please contact our office at (214)771-3990.

Privacy Concerns and Consumer Complaints

If you believe your protected health information has been improperly used, disclosed, or handled, you may file a complaint with our office and/or with the Texas Attorney General.

To File a Complaint with Our Office

1. Submit your complaint in writing to:

Privacy Officer
Turner Chiropractic, LLC
2135 Ridge Rd. Ste. 102 Rockwall, TX 75087
(214) 771-3990
drturnerchiro@aol.com

1. Please include:
2. Your name and contact information

3. A description of your concern
4. Relevant dates and circumstances
5. We will review your complaint and respond as appropriate.

You will not be retaliated against for filing a complaint.

Filing a Consumer Complaint with the Texas Attorney General

If you believe your medical privacy rights have been violated, you may file a complaint with the Texas Attorney General.

Steps to File a Complaint:

1. Visit the Texas Attorney General Consumer Protection Division website.
2. Complete the online complaint form or download a complaint form for submission.
3. Provide all requested information and supporting documentation.
4. Submit the complaint according to the instructions provided by the Attorney General's Office.

Texas Attorney General Consumer Protection Division

Website: <https://www.texasattorneygeneral.gov>

Phone: (800) 621-0508

Contacting the Texas Board of Chiropractic Examiners

Patients may contact the Texas Board of Chiropractic Examiners regarding concerns about chiropractic professional conduct, licensure, or regulatory matters.

Texas Board of Chiropractic Examiners

Website: <https://www.tbce.texas.gov>

Phone: (512) 305-6700

Mailing Address:

Texas Board of Chiropractic Examiners
333 Guadalupe Street, Suite 3-825
Austin, Texas 78701

To File a Complaint with the Board:

1. Visit the Board's website.
 2. Access the complaint information section.
 3. Complete the complaint form and provide any supporting documentation.
 4. Submit the complaint according to the Board's instructions.
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If you need assistance obtaining records or understanding any of the information provided above, please contact our office at (214) 771-3990.