



Address: 6502 Nursery Drive, Suite 100 • Victoria, TX 77904
Phone: (361)575-0611

How to Access Records or File a Complaint

You have the right to request a copy of your health care records.

To receive a copy of your health records, you need to submit a request: Please complete a Release of Information (ROI) form or any other applicable authorization documents. These forms are available at the front desk of Gulf Bend Center's main facility.

Send Your Request:

By Mail: 6502 Nursery Drive, Suite 100. Victoria, TX 77904.	By Fax: 1 (361) 578 - 5500	By Email: Medrec1@gulfbend.org
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Processing Time: Requests will be handled in accordance with Texas law and HIPAA regulations.

If you have concerns about services, staff, or your rights, you may file a complaint using the options below.

Gulf Bend Center LMHA / LIDDA (Internal) <u>Sebbie Miller – Rights Protection Officer</u> 1 (361) 582-5364 – Rights Protection Officer 1 (361) 582-2303 – Compliance Hotline Compliance@gulfbend.org *For anonymity, contact Compliance GBC Client Rights Page Submit complaints about services, staff, or unauthorized access to records (HIPAA violation)	Texas HHSC – Behavioral Health 1 (877) 787-8999 – Office of the Ombudsman Office of the Ombudsman 1 (800) 458-9858 – HHSC Compliant & Incident HHSC Behavioral Health Complaint Page 1 (800) 388-6332 – Office of Civil Rights Oversight of LMHA/LIDDA operations, programs, and compliance
Office for Civil Rights - HHS 1 (800) 368-1019 National Hotline OCR Complaint Page HIPAA privacy, security, or access complaints	Texas Department of Insurance (TDI) 1 (800) 252-3439 TDI Complaint Page Insurance fraud, coverage, claims or denials complaints
Disability Rights Texas 1 (800) 252-9108 RDT Complaint Page Rights assistance, discrimination, or access complaints	Texas Attorney General 1 (800) 621-0508 TAG Complaint Page Unlawful practices, access issues, or rights complaints
Additional Rights & Concern contacts: ADA (Americans with Disabilities Act) Information https://www.ada.gov ; 1 (800) 514-0301 ARC (Rights for Intellectual and Developmental Disabilities) https://www.thearcoftexas.org ; 1 (512) 454-6694 Texas Department of Family and Protective Services www.txabusehotline.org ; 1 (800) 252-5400 Texas Relay for deaf, hard-of-hearing or speech-disabled Don't Hang Up Incident Form ; 711 or 1 (800) 735-5989	

If you have concerns about licensed providers, you may file a complaint using the options below.

Profession	Board / Contact
Physicians (MD / DO)	Texas Medical Board 1 (800) 201-9353
Nurses (RN / LVN)	Texas Board of Nursing 1 (512) 305-7400
Licensed Professional Counselors (LPC)	Texas Behavioral Health Executive Council 1 (800) 821-3205
Licensed Psychologists	Texas Behavioral Health Executive Council 1 (800) 821-3205
Licensed Clinical Social Workers	Texas Behavioral Health Executive Council 1 (800) 821-3205

Posted in compliance with House Bill 4224 (89th Texas Legislative Session) and Texas Health & Safety Code §181.105
Effective September 1, 2025

QM: Revised 02/20/2026