



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

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)

 Sebbie Miller – Rights Protection Officer

 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



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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

Chemical Dependency Treatment Facility Complaints

☎ 1 (800) 458-9858

🌐 Email: cii.sa@hhs.texas.gov

🌐 [Texas Unified Licensure Information Portal \(TULIP\)](#)

To make a complaint against this program or its staff

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 , English & Spanish Posts, 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