

Texas Consumer Notice

Access to Health Records & Complaints

Effective September 1, 2025, Texas Health & Safety Code § 181.105 (House Bill 4224) requires covered health care entities to provide clear instructions for consumers to request health care records, contact licensing authorities, and file consumer complaints.

1. Requesting Your Health Care Records

Please include your full name, date of birth, preferred contact information, dates of service requested, and how you would like your records delivered. No records will be emailed as email is not secure. If records must be mailed, there will be a fee assessed for postage which must be paid in advance or a self-addressed stamp envelope (SASE) shall be provided. For in person pick up, there is NO CHARGE. Additional authorization or identity verification may be required before records are released.

Send request to: N L DAVIS DC, 207 CR 2701, MINEOLA TX 75073

2. Contacting the Licensing Authority

To inquire about professional standards or licensure, contact:

Texas Board of Chiropractic Examiners (TBCE)

Email: tbce@tbce.texas.gov

Phone: (512) 305-6700

Website: <https://www.tbce.state.tx.us/>

3. Filing a complaint

The Texas Board of Chiropractic Examiners (TBCE) investigates complaints regarding violations of the Chiropractic Act, including unprofessional conduct, unethical billing, or unsafe care. Complaints can be filed online through the TBCE Complaint Portal. Investigations prioritize public risk and can lead to sanctions, ranging from reprimands to license revocation.

- Online Portal: File directly on the TBCE website.
- Email: complaints@tbce.state.tx.us.
- Mail: 1801 Congress Avenue, Suite 10.500, Austin, TX 78701.
- Requirements: Complaints cannot be anonymous and must include specific details about the incident.