

For Texas Patients who received mental health diagnosis and treatment from this practice:

In accordance with Texas House Bill 4224 (Section 181.105 Health and Safety Code), this information is provided for clients who are residents of Texas so that they understand how to request mental health records or address concerns or complaints about mental health care. Although Action Potential Advantage does not currently offer mental health services, Dr. MacIntire is a licensed psychologist in the state of Texas and is obligated to provide this notice.

For Texas Patients: How to request medical records - HB 4224

This practice does not currently offer mental health services (i.e., the diagnosis and treatment of mental health disorders). Performance enhancement coaching files are kept, but they are not medical files. Health and Wellness coaching files constitute medical files if you shared information about your current health status or conditions. For current clients or patients wishing to request medical records, request a release of information form from your provider. One will be sent to you through the practice portal to protect your privacy.

If you no longer have access to the practice portal, call the office and be prepared to share the following information: your name, approximate dates of service, your date of birth, your current phone number and address, and the name, profession and address for person your records will be released to. Files will not be released without speaking directly with the former patient or healthcare power of attorney, as the identity of the requestor will need to be confirmed.

Complaint Process

If you have concerns about your services, it can often be helpful to discuss concerns with your provider. Dr. MacIntire wants you to get the most out of your services and wants to be as helpful as possible. Please keep in mind that the teaching and learning mental and leadership skills requires time and practice and there is no way to guarantee that your performance will improve.

Complaint Process with the State of Texas

The Texas Behavioral Health Executive Council investigates professional misconduct committed by mental health providers, including marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology.

Although not every complaint against or a dispute with a licensed clinician involves professional misconduct, the Executive Council will provide you with information about how to file a complaint. Please call [1-800-821-3205](tel:1-800-821-3205) for more information.

Consumer Complaint Process

If you believe that you have been subject to unlawful business practices, you may choose to file a report with the Attorney General of Texas Consumer Protection Division. Information on how to submit a consumer complaint may be found [here on the Attorney General's website](#).

Consumer complaints are open to the public and the Attorney General's office suggests that you **do not** include sensitive or confidential information in your complaint.