

Texas law, HB 4224, requires patient notification of the following information

For medical records requests:

- Contact Dr. David Burroughs, D.C.
- Patients may submit a request by mail (28120 US Hwy. 281 N, Ste 145, San Antonio, TX 78260) or in-person.
- Information the patient must provide includes: name, address, phone number and dates of service desired
- Records requests will be honored within 15 business days.
- Electronic health records are not required by law for this size practice. Paper records will be given.

For licensing authority contact information:

- The applicable licensing/disciplinary authority is the Texas Board of Chiropractic Examiners.
- The website is <https://www.tbce.state.tx.us/>.
- Address is: 1801 Congress Avenue
Ste. 10.500
Austin, Texas 78701-1319

For consumer complaints:

- Complaints can be made to the Attorney General's website below for these types of complaints:
- The **General complaint form** is used for complaints about false, misleading, or deceptive business practices. Examples include mismanagement or misuse of charitable funds, not receiving what you paid for, billing or refund issues, misleading advertising, predatory sales tactics, unlawful debt collections, scams, price gouging, social media account issues, or complaints related to disaster relief.
- The **Privacy complaint form** is used for complaints that your personal information is being unlawfully collected, shared, or mishandled by a business. This includes information related to data breaches, complaints about companies that may be violating laws which protect your privacy, and complaints related to artificial intelligence (AI) systems
- You will be asked a few questions to determine which complaint form best describes your situation. The forms will request specific complaint information depending on the selection you make.
- The complaint can be filed at <https://www.texasattorneygeneral.gov/consumer-protection>
- **Complaints about doctor conduct** can also be made to the Texas Board of Chiropractic Examiners. Go to the following website and follow the steps outlined. <https://www.tbce.state.tx.us/complaint-information.html>