

A STRAND OF HOPE COUNSELING

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<https://www.astrandofhopecounseling.com>

<https://www.astrandofhopecounseling.com/contact-me>

How to Request Your Consumer Health Records

Purpose

This page explains how current or former clients can request access to their consumer health records from A Strand of Hope Counseling LLC. This process follows HIPAA and applicable Texas state laws and is designed to protect your privacy while supporting your right to access your records.

Who Can Request Records

- Adult clients requesting their own records
- A legally authorized representative (such as a legal guardian or healthcare power of attorney)
- Couples clients, with special rules outlined below

What Are Consumer Health Records

Consumer health records include information related to your mental or physical health, treatment services, and clinical documentation created or maintained by the therapist.

How to Submit a Records Request

All requests must be **in writing**.

You may submit your request by:

- Using the secure client portal, if available
- Emailing your written request through the contact page
- Mailing or delivering a written request to the practice

Your written request must include:

- Your full legal name (and any former names used during treatment)
- Date of birth
- Current contact information
- A clear description of the records requested (specific dates or entire record)
- Preferred format (paper or electronic)
- Your signature and date

We may request verification of identity before releasing records.

Fees for Records Requests (Texas Law Compliant)

Fees must be paid **before records are released**.

Paper Records:

- \$25 for the first 20 pages
- \$0.50 per page for each additional page

Electronic Records:

- \$25 for up to the first 500 pages
- \$50 total for records exceeding 500 pages

You will be notified of any fees due before records are sent.

Timeline for Records Release

Records will be provided **within 15 business days** after:

- We receive your complete written request, and
- All applicable fees have been paid

Blacked-Out or Partial Records

In some cases, the therapist may provide **partial records** or **black out certain information**.

This may occur if releasing specific content could reasonably cause harm to the client or another individual. This decision is made using professional judgment and in accordance with HIPAA and Texas law.

Denial of Records Requests

The therapist reserves the right to deny access to records, in whole or in part, if releasing the records would reasonably be expected to cause the client undue harm.

- Clients will not be charged for a full denial of records.
- Instead, the client will receive a written letter explaining that access has been denied due to risk of harm.

If a request is denied in whole or in part:

- The therapist will sign and date a written statement within **15 business days** of receiving the request
- The statement will explain the reason for denial
- The statement will include instructions on how to file a complaint with:
 - The U.S. Department of Health and Human Services (HHS)
 - The Texas Medical Board
- A copy of the denial statement will be placed in the client's clinical record

Couples Records Requests

For couples counseling, **both partners are considered clients of the therapeutic system.**

- Both partners must submit a written request for records to be released
- If one partner requests records without the other partner's written request, the request will be denied
- This denial is based on the potential for harm and disruption of the therapeutic system

Exception:

- If one partner is deceased, records may be released upon receipt of proof of death and verification of the requesting partner's identity

Questions or Help

If you have questions about requesting records or need help submitting a request, please visit our contact page: <https://www.astrandofhopecounseling.com/contact-me>

This information is provided for transparency and client education and does not replace rights provided under HIPAA or Texas state law.