

# Texas Consumer Health Record Access Notice

*(Effective September 1, 2025 - Texas Health & Safety Code Chapter 181)*

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## Your Right to Access Health Records

To request your records:

- Submit a written request to **Pak Medical Group by InnovaCare Health** at:  
**1762 E Common St**  
**New Braunfels, TX 78130**  
☎ **830-730-4131**  
✉ **pakinfo@innovacarehealth.com**
  - Requests may also be made in person during business hours
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## Complaints About Health Care Providers

If you have a complaint about a licensed health care provider, contact:

**Texas Medical Board**

☎ **1-800-201-9353**

✉ **Website:** <https://www.tmb.state.tx.us>

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## Consumer Protection Complaints

To file a complaint about deceptive practices or consumer rights violations, contact:

**Texas Attorney General - Consumer Protection Division**

☎ **1-800-621-0508**

✉ **Website:** <https://www.texasattorneygeneral.gov>