

Texas Consumer Health Record Access Notice

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

Your Right to Access Health Records

To request your records:

- Submit a written request to **Franklin Clinic by InnovaCare Health** at:
723 Hill Country Drive
Franklin, TX 78028
830-792-5800
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>

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>