



## 2026 NOTICE TO CONSUMERS AND MENTAL HEALTHCARE BILL OF RIGHTS

In accordance with Texas law (House Bill 4224 and Section 181.105 of the Texas Health and Safety Code), the following information is to provide to help consumers of mental health care services understand their rights, available resources, and grievance policies.

### I. Rights to Quality & Evidence-Based Care

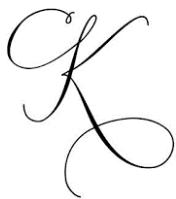
You have the right:

- To receive services that take into account the best available research evidence on what has been shown to work.
- To consider how that evidence may or may not fit with your personal goals and values.
- To decide whether any given mental or behavioral health service aligns with your own developmental, cultural, and community needs and strengths.
- To understand how your progress will be measured.
- To understand how you and your provider will know that services are working.
- To ask for changes to the services to increase the chances that they will work for you.
- To ask your provider about what services they're trained to give and options that other providers may be able to offer to help you get better.

### II. Right to Access Health Records (Texas Law)

In accordance with Texas Health and Safety Code § 611.0045, you have a legal right to access your confidential mental health records.

- **Requests:** To request your records, you must submit a written, signed, and dated request to this office.
- **Timeline and Payment:** We will provide access to or copies of your records within **15 business days** of receiving both the written request and the applicable payment for copying/administrative fees, as outlined in our Practice Policies.
- **Redaction of Third Parties:** To protect the privacy and confidentiality of others, records may be redacted to remove references to, or identifying information about, individuals other than the client.
- **Denials:** A provider may deny access to a portion of your record only if they determine that release would be harmful to your physical, mental, or emotional health.



## Kranz Psychological Services, PLLC

### Evaluations – Counseling – ABA – Medication Management

### **III. Notice of Regulatory Authority & Complaints**

The Texas Behavioral Health Executive Council (BHEC) investigates and prosecutes professional misconduct committed by psychologists, counselors, social workers, and marriage and family therapists.

- If you have questions about licensure or professional standards, you may contact BHEC directly at <https://bhec.texas.gov/contact-us/>
- If you wish to file a formal complaint, please contact:
  - Texas Behavioral Health Executive Council 1801 Congress Ave., Ste. 7.300, Austin, Texas 78701 Phone: (512) 305-7700 | Toll-free Complaint Line: (800) 821-3205  
Website: [www.bhec.texas.gov](http://www.bhec.texas.gov)
  - The Office of the Attorney General  
Website: <https://www.texasattorneygeneral.gov/consumer-protection>

### **Policy Review and Agreement**

**Agreement and Signature:** I have read, understood, and accept the information contained in the notice to consumers and mental health care bill of rights. If the client is a minor, the signature below indicates I am the parent/legal guardian of the child and have managing conservatorship. A copy of this agreement/notice will be given to you if desire, with the original placed in your file at Kranz Psychological Services, PLLC.

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Client Name

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Client Signature OR Parent/Guardian Signature (if client is a minor)      Date