Premier Medical Associates, PLLC
110 E Savannah Ave Bldg A 102, McAllen, Texas 78503 • 956-627-1538

YOUR MEDICAL RECORDS AND HOW TO FILE A COMPLAINT

How to get a copy of your medical records

Ask us in writing. Sign and date your request, and include

- your full name and date of birth
- the records you want, or the dates of care they cover
- whether you want paper or electronic copies, and how you want to receive them
- where to send them — to you, or to a person you name
- a phone number or email address where we can reach you

If someone else asks for your records on your behalf, include papers that show that person's authority to act for you. We may verify identity and authority before we release records.

Hand your request to the front desk. You may also mail it to the Practice Manager, Premier Medical Associates, PLLC, 110 E Savannah Ave Bldg A 102, McAllen, Texas 78503, fax it to 956-420-0888, or email it to admin@pma-rgv.com. For help with a request, call 956-627-1538.

We will provide your records within 15 days of your request, or tell you in writing why we cannot. We may charge a reasonable, cost-based fee, and we will tell you the amount before we charge it. We will never hold back your records because you owe us money. Our Notice of Privacy Practices explains your rights to see, copy, and correct your records.

Complaints about a physician or physician assistant

The Texas Medical Board investigates complaints about physicians and physician assistants.

- File online — go to the page below and choose "File a Complaint."
  www.tmb.texas.gov/resources/for-the-public/complaint-about-licensee
- Or download the English or Spanish complaint form from that page and mail it to Texas Medical Board, Attention: Investigations, P.O. Box 2018, Austin, Texas 78768-2018.
- For a form or for help, call 1-800-201-9353.

Give the practitioner's full name and practice address, the dates, and the details of what happened. The Board does not accept anonymous complaints.

If your concern is about a nurse, contact the Texas Board of Nursing at 1-800-821-3205 or www.bon.texas.gov.

How to file a consumer complaint with the State of Texas

The Texas Attorney General lists every state agency that takes complaints about health care providers, and explains how to file with each one, at

www.texasattorneygeneral.gov/consumer-protection/health-care/health-care-list-agencies

You may also file a privacy complaint with the Attorney General online at

www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint

Choose “File Your Complaint Online,” answer the questions, and complete the Privacy form. Include our name and address, the dates, and a clear description of the problem. You may attach supporting documents. Under Texas law, a complaint to the Attorney General is open to the public, so do not include your date of birth, Social Security number, government ID, or account numbers.

The Attorney General explains your health privacy rights at

www.texasattorneygeneral.gov/consumer-protection/health-care/patient-privacy

You may contact any of these agencies without complaining to us first.

Electronic disclosure of your health information

Your health information is subject to electronic disclosure. We share it electronically only as the law permits, and we get your written authorization when the law requires it. Our Notice of Privacy Practices explains more.

You may also tell us

Bring any concern to our Practice Manager at 956-627-1538 or admin@pma-rgv.com. We will not retaliate against you for filing a complaint. Complaining will not affect your care.

Language Assistance and Accessibility Services

Premier Medical Associates, PLLC

English

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 956-627-1538 (TTY: 711) or speak to your provider.

Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 956-627-1538 (TTY: 711) o hable con su proveedor.

Tiếng Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 956-627-1538 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

中文

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 956-627-1538（TTY：711）或與您的提供者討論。

한국어

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 956-627-1538(TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم: 956-627-1538 (TTY: 711) أو تحدث إلى مقدم الخدمة.

Language Assistance and Accessibility Services

اردو

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ (TTY: 956-627-1538 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 956-627-1538 (TTY: 711) o makipag-usap sa iyong provider.

Français

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 956-627-1538 (TTY : 711) ou parlez à votre fournisseur.

हिन्दी

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 956-627-1538 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

فارسی

توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با شماره 956-627-1538 (تله‌تایپ: 711) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.

Language Assistance and Accessibility Services

Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 956-627-1538 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

ગુજરાતી

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઑક્ઝિલરી સહાય અને ઍક્સેસિબલ ફૉર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 956-627-1538 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Русский

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 956-627-1538 (TTY: 711) или обратитесь к своему поставщику услуг.

日本語

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。956-627-1538（TTY：711）までお電話ください。または、ご利用の事業者にご相談ください。

ພາສາລາວ

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 956-627-1538 (TTY: 711) ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.