

## To Request Your Records...

You may access your personal health record by logging in to Maternity Neighborhood using the password you set at the beginning of your care. If you do not have your password or did not set one, please let your midwife know and she will resend the email providing access.

You may also request a printed copy of your records at any time during or after your care by emailing us at [NETXmidwifery@gmail.com](mailto:NETXmidwifery@gmail.com). We will print your records and make them available to you or a person designated by you for pick up during our regular appointment hours.

You may also request a copy of your records through another provider who will have you sign a release of records request which they will send to us. We are required to provide records to that provider within 15 days of receiving the request.

## To File a Complaint...

Please start with an honest conversation with your midwife about your experience and concerns about your care with her or with the birth center. If you do not feel that the problem is resolved, you may proceed to contact the following agencies:

### **About the birth center -**

HEALTH & HUMAN SERVICES COMMISSION  
Complaint and Incident Intake  
Mail Code E-249  
PO Box 149030  
Austin, TX 78714-9030

Complaint Hotline: 888-973-0022  
Email: [hfc.complaints@hhsc.state.tx.us](mailto:hfc.complaints@hhsc.state.tx.us)  
Fax: 833-709-5735

### **About your midwife -**

Texas Department of Licensing and Regulation (TDLR)  
P.O. Box 12157  
Austin, Texas 78711  
1-800-803-9202 \* 512-463-6599 \* 512-539-5698 (fax)

To file a complaint, go to [www.tdlr.texas.gov](http://www.tdlr.texas.gov) and select "File a Complaint" in the toolbar, or call the numbers above.

### **With the Office of Attorney General -**

Go to the following website and follow the instructions for filing a complaint there:  
<https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>