

CONSUMER ACCESS TO HEALTH RECORDS AND RESOURCES TO FILE A CONSUMER COMPLAINT

Texas Health & Safety Code §181.105

You have the right to request health care records from University Medical Center. Patients or family members seeking records may:

Access records through the patient portal:

umchealthsystem.com



Call UMC Health Information Management at 806.775.9150
between the hours of 8A - 5P • Monday - Friday

Visit us at 309 North Slide Road in Lubbock

You have the right to contact the licensing authority for University Medical Center:

Texas Health and Human Services Commission

Health Facility Licensing Unit (MC 1868)

P.O. Box 149347

Austin, Texas 78714-9347

1.800.458.9858 • Option 4

Email hfc.complaints@hhs.texas.gov

You have the right to file a complaint with the Texas Attorney General's office.

To file a complaint, visit texasattorneygeneral.gov

