



*Reclaim Your Strength and Joy*

**Shifting Paradigms Counseling, PLLC**

## Notice of Privacy Practices/Consumer Rights & Instructions (Required Notice - Texas Health & Safety Code §181.105)

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*Your Rights. Your Privacy. Our Commitment.*

This notice explains how your health information may be used, how it is protected, and the rights you have as a client. Please review it carefully.

**Effective Date:** January 1, 2026

## Our Commitment to Your Privacy

Your health information is personal, and protecting your privacy is a priority. This practice creates and maintains clinical records to provide quality care and comply with legal requirements.

## How Your Information May Be Used

Your PHI may be used for treatment, payment, and health care operations, including coordination of care, consultations with other licensed providers, billing, and practice operations.

## Uses Requiring Your Authorization

Psychotherapy notes are kept separately and require your written authorization for disclosure, except as permitted by law. Your PHI is never sold or used for marketing purposes.

## Your Rights

You have the right to access records (excluding psychotherapy notes), request corrections, request confidential communication, and receive copies of this Notice.

## Requesting Records

Written requests must include:

- Client's full name and date of birth
- Phone number, email, and mailing address
- Description of records requested

Requests submitted by someone other than the client or legal guardian require a signed Authorization for Release of Information and disclosure of the requester's relationship to the client.

Fees for records are outlined in intake documents. There is no charge for billing records. Notarization requests may incur an additional fee.

Written requests may be sent via email or mail. Fees are outlined in intake documents. There is no charge for billing records.

## Concerns and Complaints Process

We value respectful communication and welcome feedback.

- Clients are encouraged to first discuss concerns directly with the therapist whenever possible.
- If unresolved, a written complaint may be submitted. A written response will be provided within 30 days.
- When appropriate, a follow-up meeting may be offered. Legal representation is optional.

Clients may also file complaints with regulatory or consumer protection agencies.

## Texas Consumer Protection Resources

### **Behavioral Health Executive Council (BHEC)**

Website: <https://bhec.texas.gov/>

Phone: (800) 821-3205 | (512) 305-7700

Mailing Address: 1801 Congress Ave., Ste. 7.300, Austin, TX 78701

### **Texas Office of the Attorney General – Health Care Consumer Protection**

Website: <https://www.texasattorneygeneral.gov/consumer-protection/health-care>

File a Complaint: [Online Complaint Form](#)

Consumer Protection Hotline: (800) 621-0508

Mailing Address: PO Box 12548, Austin, TX 78711-2548

This notice is posted in compliance with Texas House Bill 4224 (Effective September 1, 2025).