

## **Requesting Healthcare Records from the El Paso County Domestic Relations Office**

The DRO may possess protected health information obtained under the authority of the Texas Family Code during legal proceedings. The DRO does not provide medical services, nor does the DRO create or retain medical records except those obtained in the usual course of lawful operations. Attorneys or Individuals seeking more complete medical information should contact their healthcare provider or organization which creates or maintains such records.

### **How to Request Records**

Submit written requests to:

#### **El Paso County Domestic Relations Office**

500 E San Antonio Ave LL 108, El Paso, TX 79901  
domesticrelations@epcountytexas.gov | 915-273-3533

#### **Include:**

- Your name and contact information
- Description of records requested
- Case number (if known)
- Photo ID
- Authorization if requesting a minor's records (for example, a court order designating you as a party with right to access a minor child's medical records).

**Processing:** 30 business days. Reasonable copying fees may apply. Some records may be confidential under the Texas Family Code, or other state and federal laws.

### **Licensing Authority**

The DRO is a county office, not a licensed healthcare facility. Individual employees, such as licensed social workers, may be regulated by other agencies such as the Texas Behavioral Health Executive Council. For licensing questions or concerns regarding DRO employees, please contact the appropriate licensing agency.

**To file a consumer complaint regarding any entity's possession or use of your health data, please contact:**

#### **Office of the Attorney General**

Consumer Protection Division

(800) 621-0508 | [texasattorneygeneral.gov/consumer-protection](https://texasattorneygeneral.gov/consumer-protection)

#### **HHS Office for Civil Rights (privacy complaints)**

[HHS.gov/ocr/privacy/hipaa/complaints](https://HHS.gov/ocr/privacy/hipaa/complaints)