



October 27, 2022

Memorial Hermann Health System  
909 Frostwood Drive Fl 2 c/o Opel Goff  
Houston, Texas 77024

Dear Opel Goff:

The Office of the Attorney General has recently received complaints about your hospital's published policies, which is apparently preventing parents from accessing their children's medical records once their child attains the age of 13. If true, your policies violate Texas law and harm parents and children.

We have attached a Civil Investigative Demand (CID) to this letter to learn more about the nature and purported legal basis of this "proxy" policy and any other policies you may have in place regarding parents' and guardians' access to minors' medical records. We look forward to working with you in fully responding to our CID, and in confirming that your policies comply with Texas law. Please contact AAG David Shatto at 512.475.4656 or [david.shatto@oag.texas.gov](mailto:david.shatto@oag.texas.gov) with any questions regarding the CID specifically, or this matter more generally.

While we are greatly troubled by the reports we received regarding this policy, we understand that your hospital does incredible work for Texans who are most in need of medical care. As you know, when a family is in crisis and a child's life or health is at risk, parents and guardians should have easy access to medical records so they can be adequately informed to make healthcare decisions. We will take all actions necessary to ensure that those parents and guardians continue to have access to their children's medical records as required by Texas law.

Sincerely,

A handwritten signature in black ink that reads "Ken Paxton".

Ken Paxton  
Attorney General of Texas