

Filing a Complaint with the AZ Medical Board





The AZ Medical Board regulates
medical doctors (M.D.)

The AZ Medical Board **DOES NOT**
regulate:

Doctors of Osteopathy (D.O.)

Physician Assistants

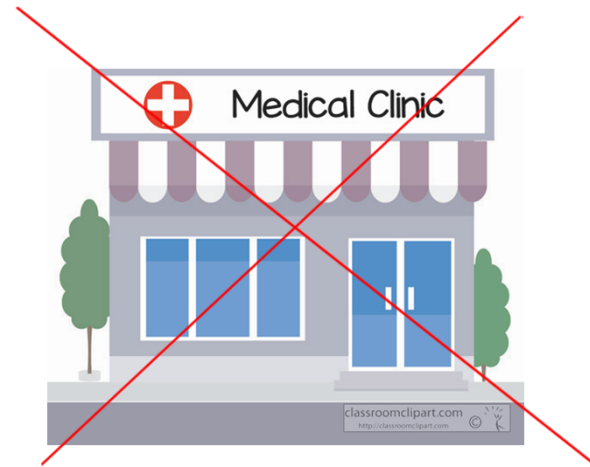
Chiropractors

Registered Nurses

Pharmacists

Certified Nurse Practitioners

The AZ Medical Board **DOES NOT** regulate hospitals or healthcare facilities



(Radiology, Labs,
Urgent Care, etc.)



Discipline

In order for the Board to take action against a licensed individual, the Board must have evidence that the licensee has performed unprofessional conduct in violation of A.R.S. §32-1401(27)(a-uu).

Evidence is collected during an investigation of a complaint. Evidence includes factual documented information and/or witness statements.



What Issues Can the Board Address?

- Quality of Care
- Improper Prescribing
- Sexual Misconduct
- Failure to Maintain Adequate Medical Records
- Failure to Release Medical Records
- Alcohol and Substance Abuse Issues



Issues the Board **CANNOT** Address:

- Anonymous Complaints
- Poor Bedside Manner
- Inmate Complaints (unless facility internal process has been completed)
- HIPAA Violations
- Billing/Insurance/Medicare Fraud
- Court Ordered IME's
- Incidents that Occurred over 7 Years Ago



Confidential Complaints

As of September 2, 2014, if a complainant requests to be confidential, the Board must enter into a written agreement that the complainant's identifying information will not be disclosed to the licensee.



The Board's Mission

The Board's mission is to protect the public safety through the judicious licensing, regulation and education of all allopathic physicians.

However, the Board will **NOT** assist you to:

- Obtain financial compensation
- Obtain specific services you are seeking
- Obtain an apology from your doctor
- Change information in your medical record



What Happens During an Investigation?

An investigation can take up to 6 months or longer to complete before any review for a resolution can take place. During that timeframe:

- Licensee is provided a copy of the complaint and requested to provide a response.
- Medical records and other supporting documents and information are gathered.
- Investigative Interviews with licensee, patient, complainant and any witnesses *may* take place.
- An outside medical consultant reviews cases involving quality of care.



Possible Resolutions from an Investigation

- **Dismissed or Administratively Close:** No violation was found. Investigation is closed but information is permanently retained within the Board's database.
- **Advisory Letter:** Non-disciplinary action
- **Order for Continued Medical Education:** This can be non-disciplinary or disciplinary
- **Disciplinary Actions:**
 - Letter of Reprimand
 - Decree of Censure
 - Probation
 - Restriction
 - Summary Suspension
 - Revocation



What Now?

- Speak with our Intake Officer:
 - (480) 551-2787
- File a complaint:
 - Online form
 - Mail in written complaint

Additional Healthcare Organizations can be found on our website under “Other Sites of Interest”.