

# 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

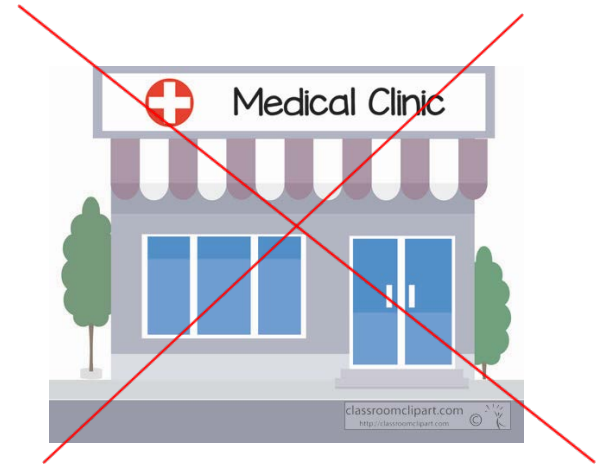
Chiropractors

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
- Insurance/Medicare Fraud
- Court Ordered IME's
- Incidents that Occurred over 4 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 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) 551-2744
- File a complaint:
  - Online form
  - Mail in written complaint

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