

Consumer's Bill of Rights

All consumers receiving services offered by professionals authorized to practice by the Oregon Health Licensing Agency (OHLA) have a legal right to:

- Receive competent professional services
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- Verify names, titles and credentials of practitioners
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- Receive clear explanations of costs and services offered
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- Refuse any services offered
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- Receive information on complaints resulting in final action
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- File a complaint against a practitioner or facility
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- Be treated with courtesy and respect
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- Request accommodations to access professional services as outlined in the Americans with Disabilities Act
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- Have service options and consequences explained



OREGON HEALTH LICENSING AGENCY

www.oregon.gov/OHLA