



Board of Athletic Trainers



Body Piercing Licensing Program



Board of Cosmetology



Board of Denture Technology



Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists



Environmental Health Registration Board



Advisory Council on Hearing Aids



Board of Direct Entry Midwifery



Nursing Home Administrators Board



Respiratory Therapist Licensing Board



Sex Offender Treatment Board

Consumer's Bill of Rights

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

- ✦ Receive competent professional services
- ✦ Verify the names, titles and credentials of professionals providing services
- ✦ Receive clear explanations of the services offered and cost for the services
- ✦ Refuse any services offered
- ✦ Receive information on complaints that have resulted in final action
- ✦ File a complaint with OHLA regarding a practitioner, facility, or an unlicensed/uncertified person
- ✦ Request reasonable accommodations to access professional services as outlined in the Americans with Disabilities Act
- ✦ Be treated with courtesy and respect
- ✦ Have service options and consequences explained

OREGON HEALTH LICENSING AGENCY

700 Summer Street NE, Suite 320
Salem, OR 97301-1287

☎ 503-378-8667 • **FAX** 503-370-9004

✉ ohla.info@state.or.us

www.oregon.gov/OHLA

OREGON HEALTH LICENSING AGENCY

Consumer protection for health and related professions



Agency Overview & Services

OHLA

Central Agency

The Oregon Health Licensing Agency (OHLA) is a state consumer protection agency. We provide centralized regulatory oversight for multiple health and related professions.

OHLA's volunteer citizen boards and councils provide profession-specific expertise and consultation. However, they are not responsible for OHLA central agency operations.

The OHLA central agency holds overarching statutory authority to carry out a full range of regulatory activities, including:



Issuing Licenses

In 18 professions and more than 30 licensing categories



Conducting Examinations

And monitoring continuing professional competency



Responding to Complaints

To resolve consumer concerns over services provided



Inspecting Facilities

To protect consumers from public safety violations



Rulemaking & Legislation

To keep pace with changes in multiple professions

Mission: To put qualified Oregonians to work while protecting Oregon consumers.

- **Director's Office** provides overall leadership and vision for the agency budget, legislative agenda and policy formulation.
- **Licensing** provides examination, continuing education, and board and council services.
- **Business Services** provides fiscal accounting, quality assurance and information technology services.
- **Regulatory Operations** conducts training, inspections, investigations and disciplinary proceedings to educate licensees and gain compliance.

Funding: OHLA is funded entirely by licensing and civil penalty fees, not state general funds.

OHLA Agency Goals

- Actively **promote consumer protection** through education, regulatory compliance and partnerships.
- Promote a **positive business environment**.
- Provide **excellent customer service**.

How to Reach Us

Oregon Health Licensing Agency
700 Summer Street NE, Suite 320
Salem, OR 97301-1287

Phone 503-378-8667
Fax 503-370-9004
E-mail ohla.info@state.or.us

How to Stay Informed

Visit our Web site for proposed administrative rule changes, legislative developments, and other news affecting OHLA-regulated professions.

www.oregon.gov/OHLA



Catch the Licensing Line

To receive the latest news from OHLA and OHLA-regulated professions, subscribe to our free e-mail newsletter, *Licensing Line*.

Just click on the *Licensing Line* link under "News You Can Use."