

Complaint Process for the Health Care Interpreter Program

Welcome to the Health Care Interpreter (HCI) Program's complaint process, designed to uphold high standards of professionalism and conduct among credentialed HCIs. If you have concerns about the behavior or actions of an HCI, here's a guide to help you navigate the process:

HCI Program Oversight and Responsibility

The Health Care Interpreter Program, operating under Oregon laws (ORS) Chapter 413 and Oregon Administrative Rules (OAR) Chapter 950-050, governs HCI credentialing and conduct in the state. This program ensures compliance with professional and ethical standards, investigating complaints related to credentialed HCIs. For concerns not directly related to a credentialed HCI, refer to the table at the bottom of this page for information on other oversight entities and how to submit a complaint.

Filing a Complaint or Concern about an HCI

To submit a written complaint regarding unethical behavior or violations of program requirements by an HCI, follow these steps:

- 1. Click **HERE** to download the complaint form.
- 2. Complete the form following the provided directions.
- Submit the completed form to:
 OHA Equity and Inclusion Division
 Diversity, Inclusion and Civil Rights Manager
 421 S.W. Oak St., Suite 750
 Portland, OR 97204

Fax: 971-673-1128 or Email: HCI.Complaints@oha.oregon.gov

Guidelines for Filing:

- Provide detailed descriptions of alleged violations.
- Include supporting evidence or records.
- Retain copies of all submitted correspondence for your records.

Investigation and Resolution

Once a complaint is filed, the Civil Rights Unit at OHA conducts a thorough investigation, aiming for a fair, comprehensive, and timely resolution. While some complaints may take several months to resolve due to complexity and resource availability, the program is committed to ensuring a just outcome.

Complaints or Concerns about Individuals or Agencies who are not HCIs

In 2021, the Oregon Legislature, through <u>HB 2359</u>, assigned some responsibility for enforcing Oregon's health care interpreting requirements to licensing and certification boards (oversight entities). For health care interpreting complaints about health care providers and agencies they oversee, refer to the table below for relevant oversight entities, the types of providers each oversees, and where to file a complaint.

Oversight Entity	Individuals or Agencies	Where to File a Complaint
State Board of	_	Chiropractor
Chiropractic Examiners	Chiropractors	<u>Complaints</u>
	Coordinated Care	
	Organizations (CCOs)	
	and Oregon Health	
Oregon Medicaid	Plan (OHP)/Medicaid	Medicaid/CCO/OHP
Program	Providers	<u>Complaints</u>
Oregon Board of		
Licensed Professional		
Counselors and		
Therapists	Counselors; Therapists	LPC Complaints

Oregon Mortuary and Cemetery Board Mortuaries; Cemeteries Complaints Dentists; Dental Hygienists; Dental Hygienists; Dental Assistants Board of Licensed Dietitians Dietitian Complaints Dietitian Complaints		Death Care	Death Care
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	Naturopathic Medicine	Naturopathic Doctors	<u>Complaints</u>
Oregon Board of Nurses; Certified	Oregon Board of	Nurses; Certified	
Nursing Assistants <u>Nurse Complaints</u>	Nursing	Nursing Assistants	Nurse Complaints
Occupational Therapy Occupational Occupational Therapist	Occupational Therapy	Occupational	Occupational Therapist
Licensing Board Therapists; Complaints		•	·

	Occupational Therapist	
	Assistants	
Oregon Board of		<u>Optometrist</u>
Optometry	Optometrists	<u>Complaints</u>
Oregon Board of	Pharmacists;	
Pharmacy	Pharmacies	Pharmacy Complaints
	Physical Therapists;	
Oregon Board of	Physical Therapist	Physical Therapist
Physical Therapy	Assistants	<u>Complaints</u>
	Physicians; Physician	
	Assistants; Podiatrists;	
Oregon Medical Board	Acupuncturists	Physician Complaints
Oregon Board of		<u>Psychologist</u>
Psychology	Psychologists	<u>Complaints</u>
Respiratory Therapist		
and Polysomnographic	Respiratory Therapists;	Respiratory Therapist
Technologist Licensing	Polysomnographic	<u>Complaints</u>
Board	Technologists	
State Board of		
Licensed Social		Social Worker
Workers	Social Workers	<u>Complaints</u>
State Board of		Speech Language &
Examiners for Speech-	Speech Language	<u>Audiology Provider</u>
Language Pathology	Pathologists;	<u>Complaints</u>
and Audiology	Audiologists	

Feel free to reach out to HCL.Complaints@oha.oregon.gov if you have any questions or need further assistance in navigating the complaint process. Your commitment to maintaining the highest standards contributes to the success of the HCl Program.