

## What information is available about licensees?

Our web page ([www.oregon.gov/omb](http://www.oregon.gov/omb)) contains information about licensees.

This includes:

- Year of birth
- Address and telephone number
- License number
- Medical specialty
- Medical education
- Oregon license issue date
- Expiration date
- License status
- License limitations
- Board remedial or disciplinary orders
- Closed malpractice claims

Also, you can contact us by telephone (971-673-2700) for the same information at no cost.

Beginning in 2006, we made available on our web page copies of Board orders imposed upon licensees. Look under Consumer Information on our web page ([www.oregon.gov/omb](http://www.oregon.gov/omb)) for the links to this information.

Printed reports are also available.

Some reports require a fee. These must be requested in writing and accompanied by payment. A request form is available on our web site ([www.oregon.gov/omb/online.shtml](http://www.oregon.gov/omb/online.shtml)).

**License Verification Report** is a printed report containing licensee information. It also includes a copy of final Board actions involving the individual licensee. Cost: \$10.00 per name. Orders of five or more verification requests are \$7.50 per name.

**Malpractice Report** is a printed report with information on closed malpractice cases against a licensee. Cost: \$10.00 per name.

Mail Requests and Payment to:  
Oregon Medical Board  
1500 SW 1st Ave., Suite 620  
Portland, Oregon, 97201-5847

Things we cannot tell you include:

- The number or content of unsubstantiated complaints;
- The number or content of any complaints under investigation;
- Who has filed a complaint against a licensee;
- The number or content of any unresolved malpractice claims.

## Frequently Asked Questions

***Is it legal for my health care provider (licensee) to tell me s/he won't see me any more?***

Yes. Licensees are free to end the provider/patient relationship at any time, just as the patient is. It is strongly recommended that the Licensee provide some explanation to the patient as to why the relationship is ending. The licensee must give the patient written notice. With certain exceptions, the licensee should agree to provide care for emergent/urgent issues for up to 30 days while the patient finds a new provider. The provider will forward records to the new provider upon receipt of the patient's consent to transfer records. The Board's Statement of Philosophy can be viewed at on our webpage under Statements of Philosophy.

***Is my doctor or other Board licensee required to let me see my records if I ask?***

Yes, with very few exceptions, you have the right to receive a copy of your records. Keep in mind, however, that the actual record belongs to the licensee. The request should be in writing and the licensee must comply within 30 days.

A reasonable charge for costs incurred in providing patients with a copy or summary of the record can be made. However, the patient cannot be denied the material because of inability to pay or because of an outstanding bill for previous services.

***Does the Board become involved in complaints involving physicians who conduct Independent Medical Examinations (IME) for Worker's Compensation or other insurance companies?***

Generally, no. With an IME there is no traditional doctor/patient relationship. The IME is strictly a fact-finding matter. Most often the claimant is sent for an IME by an insurance company or an employer. The physician's opinion is rendered to the insurance company or employer, not you, the claimant. A place for complaints regarding Worker's Compensation IME's is the Worker's Compensation Division at 503-947-7585 or 1-800-452-0288.

### Oregon Medical Board

1500 SW 1st Ave., Suite 620  
Portland, Oregon, 97201-5847  
971-673-2700

877-254-6263 (toll free in Oregon)  
971-673-2670 (fax)  
[www.oregon.gov/omb](http://www.oregon.gov/omb)  
[info@omb.oregon.gov](mailto:info@omb.oregon.gov)

# OREGON MEDICAL BOARD



*“To protect the health, safety, and well-being of Oregonians by regulating the practice of medicine in a manner that promotes quality care.”*

The Oregon Medical Board licenses and monitors the professional conduct of Oregon's Physicians, Podiatrists, Physician Assistants and Acupuncturists. Today the Board is responsible for over 14,000 licensed physicians, both Medical Doctors (MD) and Doctors of Osteopathy (DO). In addition, the Board licenses and oversees more than 180 Podiatrists, 1050 Physician Assistants and 1100 Acupuncturists. Collectively these health care professionals are referred to as "licensees."

Authority to license and monitor licensees comes from the Medical Practice Act, chapter 677 of the Oregon Revised Statutes. The rules and regulations (Oregon Administrative Rules chapter 847) guiding the function of the Board are adopted and amended through public hearings.

The Board consists of nine physicians (seven MDs and two DOs); one Podiatrist (DPM); and two public members appointed by the Governor. Board Members work about 30 days per year on Board business.

**Funding for the Board comes from fees paid by licensees and fees for public record requests. None of the Board's budget comes from tax dollars. The Governor and Legislature review and establish the budget for the Board.**

### How many complaints does the Board receive?

Each year the Board investigates over 350 complaints against the professionals

it licenses. The complaints come from a variety of sources, including other health professionals, hospitals and patients or their families. Some of the complaints received do not fall under the jurisdiction of the Board. These may be referred to the appropriate state or professional organization for review. Others are resolved quickly by the Board's investigative staff when the initial investigation finds that the licensee did not violate any state law or regulation. Over two-thirds of all complaints go through the complete investigative process.

### What does the Board investigate?

The Medical Practice Act lists 26 different violations that can result in the Board taking disciplinary action against a licensee. Most are very specific and can range from substance abuse to gross or repeated acts of negligence. Criminal conduct and sexual misconduct with a patient or patient's family member can also result in disciplinary action.

The Board's Chief Investigator reviews all complaints to determine whether or not the allegation, if proven, would be a violation of state law (Medical Practice Act). An investigator gathers evidence and, if appropriate, interviews witnesses and other people who can help with the investigation. It can take many months for a careful and complete investigation.

When the investigation is complete, the case is reviewed by the Board's Investigative Committee (IC). Using the recommendation from the IC, the full Board membership makes the final determination of the action to be taken.

The Board does not investigate:

- Fees charged by licensees;
- Billing disputes, unless there is fraud;
- Rude conduct or poor "bedside manner" by the licensee;
- Rude conduct by the licensee's staff.

### What type of disciplinary action can the Board take?

A variety of actions can be taken against a licensee, if the Board finds that a violation has occurred. When the offense is very serious, the Board may revoke a license. If the licensee is an immediate danger to the public, the Board may issue an emergency suspension. Less serious actions may limit, restrict, or place conditions on a license that both protect the public and rehabilitate the licensee. The Board can also issue fines, reprimands, or letters of concern.

### Who is required to file a complaint?

Health care facilities (hospitals, clinics and nursing homes), the Oregon Medical Association, the Osteopathic Physicians and Surgeons of Oregon, and the Oregon Podiatric Medical Association must report to the Board. Also, any health care professional must report to the Board any information that shows a licensee may have engaged in prohibited or unprofessional conduct (ORS 676.150).

### When should I file a complaint, and how do I file it?

If you have any question about when, or if, you should file a complaint regarding a Board licensee, please call the Board at 971-673-2700. The Board's Complaint

Resource Officer is available to answer your questions on what is a violation of the Medical Practice Act and explain how to file a complaint.

A written complaint must be received before an investigation can be initiated. The written complaint can either be in the form of a letter, or you can use the Complaint Form found on our web page ([www.oregon.gov/omb](http://www.oregon.gov/omb)). The following information should be included:

- The complete name of the licensee about whom you are filing a complaint;
- The patient's name, mailing address, and telephone number;
- A description of the incident about which you are filing the complaint, including the date(s) when it happened and where (clinic, doctor's office, hospital, nursing home).

Please provide as much detail as possible.

### What is the Health Professionals' Services Program?

The Department of Human Services operates the Health Professionals' Services Program, or HPSP. The goal of HPSP is to facilitate rehabilitation of licensees and return them to practice, while protecting the public. This is a confidential drug, alcohol and mental health diversion program for licensees. To help ensure patient safety, licensees who enroll in the program continue to be monitored.

The Health Professionals' Services Program can be reached at (888) 802-2843.