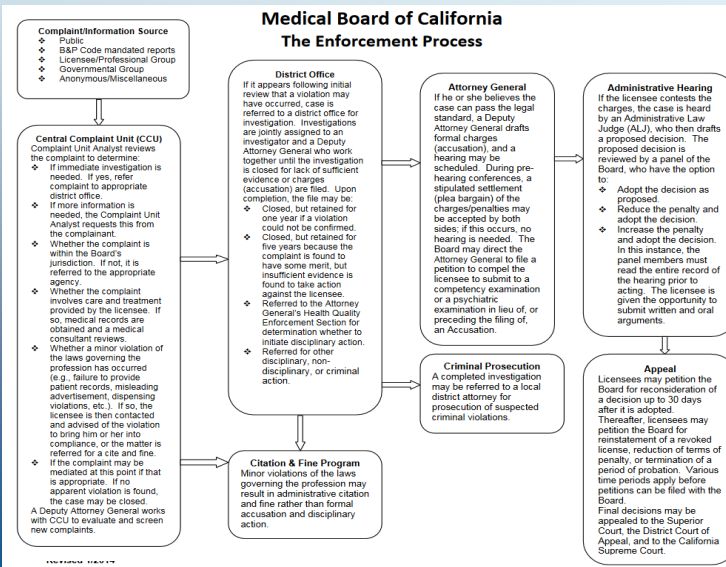


ENFORCEMENT PROCESS OVERVIEW



Jenna Jones
Chief of Enforcement

ENFORCEMENT PROCESS OVERVIEW



COMPLAINT REVIEW PROCESS



Complaint is received from:

- Public (patient, patient's family, friend, etc.)
- Mandated Report
- Licensee
- Government Agency
- Anonymous/Miscellaneous

Medical Board of California
Consumer Complaint Form

Enforcement Program
 2005 Evergreen Street, Suite 1200
 Sacramento, CA 95811-5421
 Phone: (916) 263-2525
 Fax: (916) 263-2455
www.mbc.ca.gov

COMPLAINT REGISTERED AGAINST

Check one: Physician (MD) Podiatrist (DPM) Physician Assistant (PA) Midwife
 Polysomnographer Research Psychoanalyst Unlicensed Provider

Subject Information

Last Name _____ First Name _____ Middle Initial _____ Provider's License Number _____
 Office/Facility Name _____ Phone Number _____
 Street Address _____
 City _____ State _____ Zip Code _____

PERSON REGISTERING COMPLAINT

Last Name _____ First Name _____ Middle Initial _____
 Street Address _____
 City _____ State _____ Zip Code _____
 Phone Number _____ Email Address _____

PATIENT INFORMATION

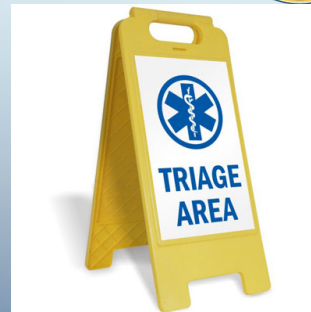
Patient's Name _____ Patient's Date of Birth _____

COMPLAINT REVIEW PROCESS

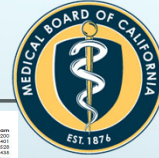


Central Complaint Unit

- Triage allegations
- Letter sent to complainant with case number



COMPLAINT REVIEW PROCESS



Contact patient
(or designee) for
authorization to
obtain records



Medical Board of California
**Authorization for Release of Information
 for the Subject of the Complaint**

2005 Enforcement Program
 Sacramento, CA 95833-4000
 Phone: (916) 228-2225
 Fax: (916) 228-2225
 www.mbc.ca.gov

CHECK ALL RECORD TYPES THAT APPLY

Medical Records Diagnostic Images
 HIV/AIDS Alcohol/Drug Abuse
 Psychiatric

PATIENT INFORMATION

Patient Name _____
 Date of Birth _____
 Date of Death (if applicable) _____
 Medical Record Number (if known) _____
 Control Number _____

Continued on Page 2

Contact physician
for treatment
summary and
medical records
(B&P 2220.08)

COMPLAINT REVIEW PROCESS



Medical consultant
review (upfront expert)



Possible Complaint Unit Outcomes:

- Close case
- Refer for formal investigation
- Issue a citation and fine

Letter sent to complainant if referred for
further investigation or closed

INVESTIGATION PROCESS



Possible Investigation Outcomes:

- Close case
- Issue citation and fine
- Refer for disciplinary action
- Issue a public letter of reprimand



Letter sent to complainant if referred to Attorney General's Office or closed

DISCIPLINARY PROCESS



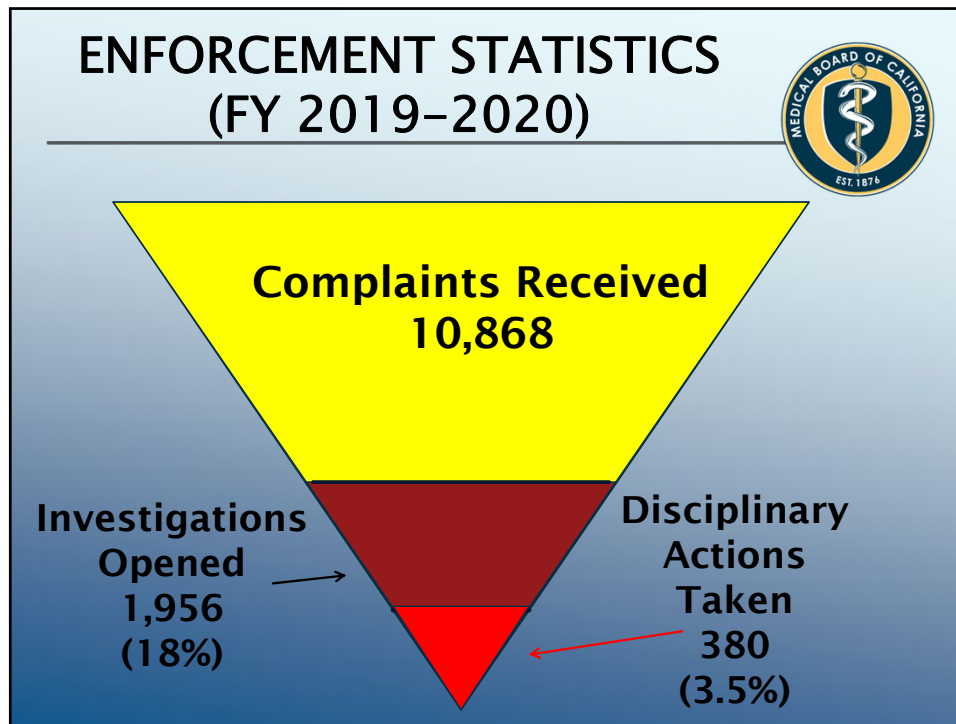
Disciplinary outcomes:

- Revocation/Surrender
- Probation (with terms and conditions)
 - Conditions may include, (but not be limited to):
 - Educational Programs
 - Prohibited Practices
 - Prescribing Restrictions
 - Practice/Billing Monitor
- Suspension
- Public Reprimand
- Accusation Withdrawn/Dismissed



Complainant advised of decision



Public disclosure on website if discipline taken



PROBATION PROCESS

Initial interview with licensee who has been placed on probation

- In person meeting
- Reviews terms of Order
- Review of current situation with licensee
- Establish due dates, reporting, testing details (if applicable)



PROBATION PROCESS



Throughout probation term:

- On-site visits, quarterly
- Quarterly declarations
- Review of records re: chaperones, monitors, testing results, etc.
- Confirmation of compliance with terms and meeting with others related to the probation process



PROBATION PROCESS



If non-compliant issues are identified, probation monitor drafts report and submits for supervisor review.

- Cease Practice Order
- Cite and Fine
- Petition to Revoke

PROBATION PROCESS



In FY19-20, there were 530+ licensees on probation.

ENFORCEMENT PROCESS OVERVIEW



THANK YOU!