

Filing Complaints With Licensure Boards

PLEASE READ THIS ENTIRE DOCUMENT BEFORE TAKING ANY ACTION!!!

Doctors, nurses, and other health professionals are being reported to state licensure boards for actions such as speaking out about masks, tests, and COVID vaccines; for prescribing effective drugs to treat COVID at home; and for writing vaccine exemption letters. Many of these complaints are filed by people with no "standing" – they are not patients of these health providers, but rather disagree with actions taken or statements made and report them to the boards. Board members and staff state that they must investigate all claims regardless of whether or not the complainant has standing, or any consideration of the validity of the claim. This is just one of the reasons why reforming the regulatory scheme for healthcare is needed.

The boards are very busy these days investigating providers for exercising their first amendment rights to say what they think and using their professional judgment in caring for their patients/clients. Meanwhile, providers who are inflicting real harm on patients remain untouched. It's time for this to change.

Consumers who have been harmed by COVID-related misbehavior should file complaints with their state licensure boards. The types of harm that might warrant an investigation include situations such as:

- A person who was denied effective treatments for COVID such as ivermectin and hydroxychloroquine and subsequently became very ill, was hospitalized, or died.
- A COVID vaccine-injured person who was not given adequate information about risks and harms associated with the vaccines.
- A person who was admitted to a COVID ward who did not test positive for COVID.
- A person who was prescribed remdesivir or placed on a ventilator without consent or after refusing these treatments.
- A family member of someone who died in the hospital under suspicious circumstances.
- A person vaccinated without consent.
- A person who had valid reasons for seeking an exemption letter and was denied one by a health professional.
- A person denied required medical treatment, such as transplant, due to being unvaccinated.

In order for your complaint to be valid:

You must have standing. The person filing the complaint must be:

- the individual harmed
- the parent of a minor who has been harmed
- a person with power of attorney for a family member, such as for someone residing in a nursing home who was harmed

- a surviving family member of someone who died unnecessarily in the hospital

Third-hand reporting of incidents involving friends and neighbors or stories you read about online will not be investigated, and may serve as a distraction from the investigation of real cases.

The harm must be specific and legitimate.

The complaint must be against a specific health professional. Licensure boards do not license “offices” or “institutions” – they license individual practitioners like doctors, nurses, and pharmacists. Your complaint should not be about treatment at “Mt. Carmel Healthcare Center;” it should be about “Dr. Jones at Mt. Carmel Healthcare Center.”

Being asked to wear a mask when entering the dentist’s office is aggravating, but not a viable reason for a complaint UNLESS you have a legitimate medical issue requiring an exemption and you notified the staff. Most new patients complete a medical history form at the first visit. If you checked off “asthma” on this form, this would support a claim. “I don’t like wearing a mask because it violates my rights” is a true statement, but not likely to motivate a response from the board.

On the other hand, being denied a kidney transplant due to vaccination status and having to travel to another state to save your life is serious and specific.

Boards generally do not investigate the following:

- disputes about billing or fees
- insurance coverage or claims
- personality issues – the provider was curt, or dismissive or left the room while you were talking to him/her, etc.
- HIPAA violations
- scheduling
- employment disputes (example the doctor you work for required you to get a vaccine)
- issues with clinics, institutions, urgent care, nursing homes – the complaint must be against an individual

Make sure you file the complaint with the right board.

The pharmacy board regulates pharmacists; the nursing board regulates nurses. If there are multiple providers involved in your incident, then you will need to file your complaint with several boards.

Be concise. Keep your complaint short and to the point. Be professional, relevant and succinct. Don’t make any statement that might be difficult to defend in front of a hearing.

How to file your complaint

You will need to go to the website for the board that regulates the provider against whom you want to file a complaint. Then you will need to find the section that addresses complaints. "Complaints" often does not show up on the menu bar; it might be a sub-heading under titles such as "regulation" or "consumer information."

Most boards have an online form that allows you to upload documents. Some allow complaints to be made by phone; if possible, file your complaint in writing so that there is a written record.