

Filing a Complaint with the AZ Regulatory Board of Physician Assistants





The AZ PA Regulatory Board regulates physician assistants (P.A.)

The AZ PA Regulatory Board **DOES NOT**
regulate:

Doctors of Osteopathy (D.O.)

Doctors of Medicine (M.D.)

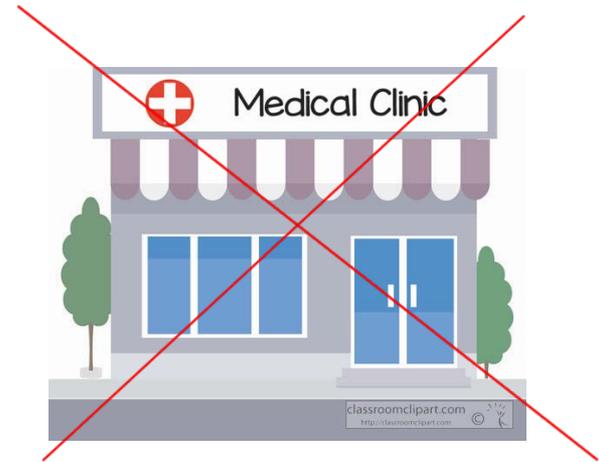
Chiropractors

Registered Nurses

Pharmacists

Certified Nurse Practitioners

The AZ PA Regulatory Board **DOES NOT** regulate hospitals or healthcare facilities



(Radiology, Labs,
Urgent Care, etc.)

Discipline

In order for the Board to take action against a licensed individual, the Board must have evidence that the licensee has performed unprofessional conduct in violation of A.R.S. §32-2501(18)(a-mm).

Evidence is collected during an investigation of a complaint. Evidence includes factual documented information and/or witness statements.

What Issues Can the Board Address?

- Quality of Care
- Improper Prescribing
- Sexual Misconduct
- Failure to Maintain Adequate Medical Records
- Failure to Release Medical Records
- Alcohol and Substance Abuse Issues
- Practicing without a Delegation Agreement



Issues the Board **CANNOT** Address:

- Poor Bedside Manner
- Anonymous complaints
- Inmate Complaints (unless facility internal process has been completed)
- HIPAA Violations
- Billing/Insurance/Medicare Fraud

The Board's Mission

The Board's mission is to protect the public safety through the judicious licensing, regulation and education of all physician assistants.

However, the Board will **NOT** assist you to:

- Obtain financial compensation
- Obtain specific services you are seeking
- Obtain an apology from the licensee
- Change information in your medical record

What Happens During an Investigation?

An investigation can take up to 6 months or longer to complete before any review for a resolution can take place. During that timeframe:

- Licensee is provided a copy of the complaint and requested to provide a response.
- Medical records and other supporting documents and information are gathered.
- Investigative Interviews with licensee, patient, complainant and any witnesses *may* take place.
- An outside medical consultant reviews cases involving quality of care.

Possible Resolutions from an Investigation

- **Dismissed or Administratively Close:** No violation was found. Investigation is closed but information is permanently retained within the Board's database.
- **Advisory Letter:** Non-disciplinary action
- **Order for Continued Medical Education:** This can be non-disciplinary or disciplinary
- **Disciplinary Actions:**
 - Letter of Reprimand
 - Decree of Censure
 - Probation
 - Restriction
 - Summary Suspension
 - Revocation

What Now?

- Speak with our Intake Officer:
 - (480) 551-2700
- File a complaint:
 - Online form
 - Mail in written complaint

Additional Healthcare Organizations can be found on our website under “Other Sites of Interest”.