

## **NOTICE CONCERNING COMPLAINTS – For Texas Physicians**

As an outgrowth of the passage of the Medical Practice Act sunset bill in 1993, the Texas Medical Board has mandated that all physicians notify patients of the avenue of filing complaints with the board. The notice must be in both English and Spanish and must appear in one of the three ways:

1. On a sign displayed in the place of business where it is easily visible to all patients,
2. In a bill for services, or
3. on each registration form, application, or written contract for services.

This requirement became effective December 24, 1993.

Signs must be no less than 8 X 11 inches, in black type no smaller than “standard 24 point” Times roman, on a white background. Notices on bills or other forms must be no smaller than “standard 10-point, 12-pitch typewriter print.” The wording is to be as stated in the Medical Practice Act. (SEE ATTACHED SIGNS WHICH MAY BE COPIED AND POSTED AS THEY ARE)

Keep the following in mind:

- Compliance cannot be achieved by placing a copy of the notice in your files.
- Noncompliance will be easy to prove if the sign is not displayed where patients will easily see it or if bills or forms do not have the notice on them.
- It may be easier and cheaper for physicians to display signs than to reprint forms and bills, and this option is acceptable compliance.
- The cost of noncompliance is high: cancellation, revocation, suspension, or probation of a medical license and penalties of up to \$5,000/day.

Note: As this is a state requirement, it may not be required of accreditation or licensing bodies which are from another state or those which operate on a national level. This requirement is a part of the Medical Practice Act for the State of Texas.

# **NOTICE CONCERNING COMPLAINTS**

Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

Texas Medical Board  
Attention: Investigations  
333 Guadalupe, Tower 3, Suite 610  
P. O. Box 2018, MC-263  
Austin, Texas 78768-2018

Assistance in filing a complaint is available by calling the following telephone number:

1-800-201-9353

For more information visit our website at:

[www.tmb.state.tx.us](http://www.tmb.state.tx.us)

## **AVISO SOBRE LAS QUEJAS**

Las quejas sobre medicos, asi como sobre otros profesionales acreditados e inscritos en la Junta de Examinadores Medicos del Estado de Texas, incluyendo asistentes de medicos, practicantes de acupuntura y asistentes de circugia se pueden presentar en la siguiente direccion para ser investigadas:

Texas Medical Board  
Attention: Investigations  
333 Guadalupe, Tower 3, Suite 610  
P. O. Box 2018, MC-263  
Austin, Texas 78768-2018

Si necesita ayuda para presentar una queja,  
llame al:

1-800-201-9353

Para obtener mas informacion, visite nuestro sitio web en [www.tmb.state.tx.us](http://www.tmb.state.tx.us).