

Patient Bill of Rights

Right to Notice & Participation

- Right to notice of all timelines, proceedings and enforcement case status
- Right to be informed of baseline information necessary for complaint to proceed
- Right to be interviewed, participate in proceedings, respond to investigators before case is closed, and appeal

Right to Transparency

- Public and online disclosure by the Board of:
 - All patient complaints
 - Factual record of complaint investigations and outcome
 - Plain language summaries of reasons disciplinary action was, or was not, taken
 - Report that requirements of disciplinary actions were met
 - All malpractice settlements
- Disclosure to the patient of:
 - Doctor's probationary status before appointment
 - Full record of complaint investigations to patient who initiated complaint, including reasons for enforcement decisions
- Webcast meetings and remote participation

Right to Independent Arbiters

- Prohibit conflicts of interest by enforcement staff regarding the doctor being investigated
- Majority public (non-doctor) appointees to Board

Right to Timely Action

- Move investigators to Department of Justice to fix vertical enforcement and improve hiring

Right to Proportionate Enforcement

- High priority complaints -- including patient death, sexual misconduct or substance abuse -- must be fully investigated
- Board required to follow its own enforcement guidelines
 - Minor disciplinary tools, such as Public Letters of Reprimand, prohibited for most serious offenses

Right to Accountability

- State Auditor audit of Board's enforcement activities