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## FAQs from the OMB

**Q: A licensee received a letter stating that an investigation has been opened in their name. What happens next?**

A: The letter received explains the allegations against the licensee, asks for a detailed account of the situation, provides a response deadline, requests supporting documents and provides the name and contact information of the assigned investigator.

Licensees will mail the completed response by the specified due date along with any additional requested documents. Many cases are resolved after this step. If further actions are required, the investigator will contact the licensee.

It is important to follow all deadlines as the process can be slowed by issue complexities, the number of people involved and consultant reports, among other items.



**Q: Can licensees find out who lodged the complaint? If they guess, can they contact the person?**

A: Complainant information is always confidential. No, the licensee or a representative may not contact the person believed to be the complainant.

**Q: The Board investigated a complaint but took no formal action and closed the case. Will the public know about the investigation?**

A: By statute, Board investigations and complaint information are confidential. This information is not available to the public.

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### Submit Your Question

Do you have a question you'd like answered in an *Oregon Medical Board Report*? Send it in for an upcoming Frequently Asked Questions column.

E-mail your question to  
[OMBReport@state.or.us](mailto:OMBReport@state.or.us)

# FAQs from the OMB

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**Q: A licensee was asked in for an interview with the Investigative Committee. Can they decline? Can they retain legal counsel?**

A: No, a licensee cannot decline a request for an interview, nor should the licensee want to. Interviews are the opportunity for the interview panel to hear from the licensee directly regarding the matter under investigation.

A licensee may retain legal counsel at **any time** during the investigative process. Many licensees find counsel representation beneficial during an investigation, and the Board never discourages a licensee from obtaining counsel. Some malpractice carriers provide this service. If this is not an option, the Oregon State Bar Association can provide names of attorneys who practice this type of law.

**Q: Does a malpractice lawsuit automatically result in a formal investigation?**

A: Staff review all malpractice cases, but not all reviews result in an investigation. Less than one percent of OMB cases originate from malpractice claims. +

## Investigation Closures

