

MEDICAL FACILITIES COMPLAINT PROCEDURE

(NON-LONG TERM CARE FACILITIES)

- 1. Any person with personal knowledge or substantial specific information who believes State or Federal regulations have been violated may file a complaint.
- 2. A complaint may be made in writing, by telephone, e-mail, or in person.
- 3. The name of the complainant will remain confidential unless otherwise indicated by the complainant.
- 4. If a regulatory concern is alleged to have been violated, the department can schedule an unannounced investigation and will make written findings available.
- 5. A written report will be provided to the complainant and the facility after the findings are made. The investigative report may be sent to one other person at the request of the complainant.
- 6. Information in #5 above will be available to the public.

Complaint contact information: Medical Facilities

Complaints and Enforcement Division

Mailing address: Oklahoma State Department of Health

Medical Facilities

123 Robert S Kerr Ave., Suite 1702 Oklahoma City, OK 73102-6406

E-mail address: <u>MedFacComplaints@health.ok.gov</u>

Telephone: 405-426-8470

Complaint Form: Medical Facilities Complaint Form

Any person who willfully or recklessly makes a false request for an investigation without a reasonable basis in fact for such a request shall be liable in a civil suit for any actual damages suffered by a facility and for any punitive damages set by the court or jury. (63 O.S. 1-1940)