

HEALTH PROFESSIONS BUREAU (HPB)

402 West Washington Street
Room W 041
Indianapolis, Indiana 46204
Ph: (317) 232-2960

The Health Professions Bureau (HPB) licenses health care professionals, and its respective boards discipline practitioners when necessary.

INDIANA DEPARTMENT OF INSURANCE (IDOI)

311 West Washington Street
Suite 300
Indianapolis, Indiana 46204
Ph: (317) 232-2385
In-state: (800) 622-4461

The Indiana Department of Insurance (IDOI) regulates all companies offering insurance in the state of Indiana, as well as other entities, such as HMOs. The Commissioner of Insurance oversees the Indiana Patient's Compensation Fund (IPCF). The IPCF is funded by contributions from participating Indiana health care providers and provides compensation to victims of medical malpractice in Indiana. Records kept by the IPCF include the numbers of malpractice complaints filed against individual health care providers.

INDIANA STATE DEPARTMENT OF HEALTH (ISDH)

2 North Meridian Street
Indianapolis, Indiana 46204
Ph: (317) 233-1325

The Indiana State Department of Health (ISDH) promotes, protects, and provides for the health of the people of Indiana. The Indiana State Department of Health is the regulatory agency for nursing homes, home health agencies, hospitals, and other agencies.

OFFICE OF THE ATTORNEY GENERAL (OAG)

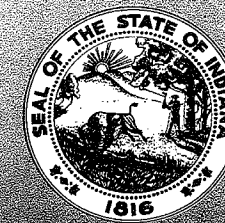
402 West Washington Street
Fifth Floor
Indianapolis, Indiana 46204
Ph: (317) 232-6330
In-state: (800) 382-5516

The Medial Licensing Section of the Office of the Attorney General's Consumer Protection Division investigates and prosecutes complaints against licensed health care practitioners.

PLEASE NOTE: None of these state agencies may recommend a practitioner (*doctor, nurse, etc.*) a nursing home, a hospital, or home health service. Likewise, none of the agencies can offer advice, legal or otherwise, to the public. They may provide information that may help you make a decision.

Indiana Department of Insurance
Public Information/Market Conduct Division
311 West Washington Street
Suite 300
Indianapolis, Indiana 46204

Do YOU have questions about healthcare?



State of Indiana
Governor Frank O'Bannon

This brochure was prepared by
Indiana Health Professions Bureau
Indiana Department of Insurance
Indiana State Department of Health
Office of the Attorney General

Please call (800) 45-STATE
for general information

Licensure Questions

Is my health care practitioner licensed?
(HPB) (888) 333-7515

Is my Certified Nursing Assistant (CNA) certified?
(ISDH) (317) 233-7442 or (317) 233-7612

Has any action taken place against my health care practitioner's license?

What kind of education and training does this practitioner need in order to be licensed?
(HPB) (317) 232-2960

Where do I get information about state law requirements for health care entities?

Nursing Homes: (ISDH) (317) 233-7442

Hospitals: (ISDH) (317) 233-7474

Home Health Agencies: (ISDH) (317) 233-7474

Pharmacies: (HPB) (317) 232-2960

Where do I get information about:

- Malpractice claims against a health care provider...
- The patient's compensation fund...

Contact the Indiana Department of Insurance (IDOI) at **(317) 232-2402** or **(317) 232-5253**.

What if I have a complaint?

If you have a problem with a health care practitioner you may file a complaint with the Attorney General's Consumer Protection Division. The disciplinary action will be filed with the state board or committee that issued the practitioner's license.

A disciplinary action can result in the practitioner's license being revoked or suspended or in the practitioner being placed on probation or reprimanded. Among the reasons for disciplinary action are incompetence, physical or mental disability, addition to or abuse of alcohol or drugs, and lewd or immoral conduct.

If you have information, or otherwise believe that a health care professional is doing or not doing something that may cause harm to you or another person, you should file a complaint with the Attorney General's office. These complaints must be made in writing.

To send a letter describing your complaint or to request a complaint form, call **(317) 232-6330** or **(800) 382-5516**.

What are my rights for getting medical information?

A health care provider may not withhold patient records, even if a patient has an outstanding bill. The patient must request copies of records in writing and include the following information:

- Patient's name and address
- Date of the request
- Name and address of the person or entity to receive records

- Statement that the consent for release may be revoked
- A date the consent will expire—up to 60 days
- Patient's signature

A provider may charge the patient 25¢ per page, with the option to charge a \$15 retrieval fee and a \$10 fee to provide records within two days. There are additional rules that apply to obtaining copies of mental health records, records of communicable diseases and certain drug and alcohol abuse patient records.

How do I file a complaint about Medical Malpractice?

The Indiana Patient's Compensation Fund has the forms and information necessary to bring a claim of medical negligence against an Indiana Health Care Provider. Contact the Indiana Department of Insurance (IDOI) at **(317) 232-2402** or **(317) 232-5253**. For complaints about HMOs or health insurance, call **(317) 232-2426**, or in-state **(800) 622-4461**.

How do I file a complaint against regulated health care entities?

Nursing Home: (ISDH) (800) 246-8909

Hospital: (ISDH) (800) 246-8909

Pharmacy: (HPB) (317) 232-2960

Complaints to the Indiana State Department of Health can be made via the telephone or fax at **(317) 233-7442**.



Other Services

For information about licensing and discipline of veterinarians call the Health Professions Bureau at **(317) 233-4407**.

For family health issues: Indiana State Department of Health Family Help Line **(800) 433-0746**

For information about paramedics, contact Emergency Management Services at **(317) 233-6545**.



Visit the websites for the Health Professions Bureau, Indiana Department of Insurance, Indiana State Department of Health, and Office of the Attorney General at:

<http://www.ai.org>



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