



Complaints and Investigations

The [Bureau of Health Care Quality and Compliance](#) (HCQC) is responsible for receiving and investigating complaints that relate to health care facilities within Nevada. Anyone who wishes to submit a complaint about a HCQC-licensed facility can do so, but HCQC can only respond to and investigate complaints that are patient care and facility-related.

Complaints directed toward the following types of individual practitioners should be made to the organization listed below:

- Physicians, physician-related issues, quick care or clinic-related issues: [Nevada State Board of Medical Examiners](#)
- Nurses and certified nursing assistants, including nursing-related issues: [Nevada State Board of Nursing](#)
- Osteopathic physicians: [Nevada State Board of Osteopathic Medicine](#)
- Pharmacists: [Nevada State Board of Pharmacy](#)
- Podiatrists: [Nevada State Board of Podiatry](#)

Complaints about other health care professionals and other aspects of health care should be directed to the attention of whichever board, regulatory agency, or organization is appropriate.

Facilities licensed and certified by HCQC

The following types of health care facilities are licensed and certified by HCQC and can therefore be investigated for a complaint about patient care or facility-related issues:

- Adult day care centers
- Ambulatory surgery centers
- Assisted living facilities
- Businesses that provide referrals to residential group facilities
- Community triage centers
- Comprehensive outpatient rehabilitation facilities
- Dialysis facilities
- Facilities for the treatment of alcohol and/or drug abuse
- Facilities for transitional living for released offenders
- Halfway houses for those who are recovering from alcohol and/or drug abuse
- Home health agencies
- Homes for individual care
- Hospice agencies and facilities for hospice care
- Hospitals, including those that provide acute care as well as psychiatric and rehabilitation facilities
- Independent centers for emergency care
- Lasik and refractive eye surgery centers
- Methadone clinics
- Nursing homes
- Personal care agencies
- Portable x-ray facilities
- Rehabilitation agencies
- Residential facilities for groups
- Rural health clinics that are federally funded

Most outpatient clinics and the practices of physicians do not fall within the jurisdiction of HCQC. Such facilities are required to have business licenses, and their oversight falls within the jurisdiction of the relevant licensing boards.