

## COMPLAINTS AND INVESTIGATIONS

The Bureau of Health Care Quality and Compliance (BHCQC) is responsible for receiving and investigating complaints that relate to health care facilities within Nevada. Anyone who wishes to submit a complaint about a BHCQC-licensed facility can do so, but only complaints that are patient care and facility-related will be responded to and investigated by the BHCQC.

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

Physicians or physician-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 Pharmacists

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 THE BUREAU OF HEALTH CARE QUALITY AND COMPLIANCE

The following types of health care facilities are licensed and certified by BHCQC 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 BHCQC. Such facilities are required to have business licenses, and their oversight falls within the jurisdiction of the relevant licensing boards.

## **REGISTERING A COMPLAINT**

Complaints against facilities in Nevada and their staff members can be reported to the BHCQC in a variety of ways, including phone calls, letters, E-mail messages, and faxed messages.

BHCQC maintains two offices, one of which is in Carson City while the other one is in Las Vegas. Complaints can be directed to staff members at either of those offices. However, it is preferable and requested that complaints that pertain to health care facilities in the northern portion of the state be forwarded to the office in Carson City, while complaints that pertain to facilities in the southern portion of the state be forwarded to the office in Las Vegas. Complaints are received between 8:00 a.m. and 5:00 p.m. on weekdays.

<p>The following is the contact information for the two offices:</p> <p><b>Northern Nevada Office</b></p> <p>727 Fairview Drive, Suite E Carson City NV 89701 Phone: 775-684-1030 Fax: 775-684-1073 E-mail: <a href="mailto:HCQCComplaint@health.nv.gov">HCQCComplaint@health.nv.gov</a></p>	<p><b>Southern Nevada Office</b></p> <p>4220 S. Maryland Pkwy, Ste 810, Bldg D Las Vegas NV 89119 Phone: 702-486-6515 Fax: 702-486-6520 E-mail: <a href="mailto:HCQCComplaint@health.nv.gov">HCQCComplaint@health.nv.gov</a></p>
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