

## Frequently Asked Questions: Complaints

### **Q. What information is needed to file a complaint?**

The Department needs to know who, what, when, where and how.

**Who** is involved?

**What** happened?

**When** did this incident occur?

**Where** did the incident occur (room number, unit, or department)?

**How** did the incident occur?

### **Q. Who may file a complaint?**

Anyone may file a complaint.

### **Q. What is the difference between anonymity and confidentiality?**

Confidentiality- The identity of the complainant is never disclosed to the facility/agency/entity or the public. However, the complainant will receive a copy of the investigative findings by providing their contact information. Anonymity- Anonymity is an anonymous complaint that does not disclose the complainant's identification. The complainant will not receive a copy of the investigative findings.

### **Q. Is the identity of the complainant disclosed?**

The identity of the complainant is never disclosed. However, the complainant will receive a copy of the investigative findings by providing their contact information.

### **Q. When will my complaint be investigated?**

All complaints are investigated on a priority basis.

### **Q. How are complaints filed with the Department?**

You may file a complaint by telephone, mail, online, or fax.

Oklahoma State Department of Health

Protective Health Services

Medical Facilities Service

(405) 426-8470

(405) 900-7559

[MedFacComplaints@health.ok.gov](mailto:MedFacComplaints@health.ok.gov)

### **Q. What other agencies may I need to contact?**

Below is a list of other state agencies.

- 1) Oklahoma Department of Insurance  
800-522-0071 or 405-521-2828  
[www.ok.gov/oid/](http://www.ok.gov/oid/) 2)
- 2) Attorney General's Health Care Fraud Unit  
405-521-3921 405-521-6246 (fax)

<http://oag.omes.acsitefactory.com/public-forms>

- 3) Oklahoma Board of Nursing  
405-962-1800 405-962-1821 (fax)  
<https://nursing.ok.gov/>
- 4) Department of Mental Health and Substance Abuse  
405-573-6605 or 866-699-6605  
<https://oklahoma.gov/odmhsas.html>
- 5) Oklahoma Board of Medical Licensure and Supervision  
800-381-4519 405-962-1440 (fax)  
<http://www.okmedicalboard.org/complaint>
- 6) Adult Protective Services Statewide  
Abuse Hotline 800-522-3511  
<https://oklahoma.gov/okdhs/services/cap/adult-protective-services.html>

**Q. How do I check the status of my complaint?**

To check the status of your complaint, contact the Department at 405-426-8470. You must provide the complaint Identification Number and the complainant's name to make an inquiry. Please note, once your complaint is received, you will receive a complaint acknowledgement letter that gives complaint details to include whether the complaint was referred to another agency or if it will be investigated by OSDH. If investigated by OSDH, we are unable to give details on when a complaint survey will occur since all surveys are unannounced.