



CONFIDENTIALITY NOTICE

The Board's investigations are confidential and Board staff does not make any decisions regarding the outcome of an investigation. The disciplinary panel determines the final disposition of a complaint.

Health Occupations, § 14-401.1(a)(2),
Annotated Code of Maryland:

“(a) (2) (i) After the completion of any necessary preliminary investigation under paragraph (1) of this subsection, a complaint shall be assigned to a disciplinary panel.

(ii) Subject to the provisions of this section, a disciplinary panel:

1. Shall determine the final disposition of a complaint against a physician or an allied health professional; and

2. Has the independent authority to make a determination regarding the final disposition of a complaint.”

Useful Links

For complaints regarding health care professions the Board of Physicians does not regulate:

[Board of Nursing](#)

[Board of Dental Examiners](#)

[Board of Social Work](#)

[Board of Professional Counselors and Therapists](#)

[Board of Pharmacy](#)

[Board of Examiners of Psychologists](#)

[Board of Podiatric Medical Examiners](#)

For complaints regarding health care facilities:

[Office of Health Care Quality](#)

For complaints regarding insurance and billing:

[Office of the Attorney General Health Education and Advocacy Unit](#)

Maryland Board of Physicians
4201 Patterson Avenue – Baltimore, Maryland 21215
410-764-4777 – Toll Free 1-800-492-6836 – Deaf and Hard of Hearing Use Relay
Web Site: www.mbp.state.md.us



Board of Physicians

*Meena Seshamani, M.D., Ph.D., MDH Secretary
Harbhajan Ajrawat, M.D., Chair*

Understanding the Complaint Process



When do I file a complaint?

The Board of Physicians (the “Board”) has the authority to investigate a complaint of an alleged violation of the Maryland Medical Practice Act (the “Act”) as it relates to the health care professionals it regulates:

- Physicians
- Physician Assistants
- Athletic Trainers
- Genetic Counselors
- Naturopathic Doctors
- Perfusionists
- Polysomnographic Technologists
- Radiation Therapists
- Radiographers
- Nuclear Medicine Technologists
- Radiologist Assistants
- Respiratory Care Practitioners
- Psychiatrist Assistants

The Board also investigates unlicensed individuals who misrepresent themselves as or practice as a licensed professional regulated by the Board.

The Board does not have the authority to investigate a complaint concerning insurance or billing, that does not violate the Act, or if it concerns an individual or health care professional the Board does not regulate.

The Board also has no authority over a health care professional’s office staff, fees charge, or refund disputes. The Board cannot assist consumers in obtaining medical care or financial compensation for medical malpractice.

The Complaint Process

1. A complainant files a complaint with the Board.
2. After a complaint is filed, the complainant will receive an acknowledgement confirming that the Board received the complaint.
3. The Board reviews the complaint and gathers all the necessary information for evaluation. You may be contacted for more information or clarification if it is needed.
4. Board staff conducts a preliminary investigation, which typically takes approximately 6 months.
5. A disciplinary panel (“Panel”) of the Board reviews the case. They may close the case with no action, close the case with a non-public advisory letter, or, if it determines that the practitioner may have violated the Act, refer the case for a full investigation, which could take approximately 18 months to complete.
6. The case is returned to the Panel after the full investigation is complete. If the allegations are substantiated with sufficient evidence, the Panel may issue public disciplinary charges. Disciplinary charges may result in public sanction.



The Board will notify the complainant and the respondent of the outcome once the investigation is complete. An anonymous complainant will not be notified.

How do I file a complaint?

The best way to file a complaint is to utilize the online portal on the [Board’s website](#).

The Board received an average of 1,000 complaints per fiscal year

Most common disciplinary grounds complaints received by the Board:

1. Unprofessional conduct in the practice of medicine
2. Failure to meet appropriate standards of care
3. Failure to keep adequate medical records

