



MISSISSIPPI STATE BOARD OF MEDICAL LICENSURE

COMPLAINT FAQs — CONSUMER GUIDE

FILING COMPLAINTS & INVESTIGATIONS

Q: Are complaints and investigations public?

A: No. Complaint files and investigations are confidential by law (Miss. Code Ann. §§45-29-1, 45-29-3).

Q: How do I file a complaint against a doctor?

A: MSBML regulates the following professionals: Medical Doctors (M.D.), Osteopathic Doctors (D.O.), Podiatrists (D.P.M.), Physician Assistants (P.A.), and Radiology Assistants (R.A.). If your complaint involves other providers or facilities, contact the correct agency. A list is available at www.ms.gov.

Q: What types of complaints does MSBML handle?

A: MSBML investigates unprofessional conduct that may endanger the public, such as: practicing without a license, false or exaggerated claims, patient abandonment, refusal to provide medical records, improper prescribing or drug diversion, practicing while impaired, and financial conflicts of interest.

MEDICAL RECORDS & PATIENT RIGHTS

Q: Medical Records: Ownership & Access

A: Medical records belong to your physician. However, Mississippi law (§11-1-52) gives you the right to obtain a copy with a signed release and payment of fees for copying and mailing. If your physician refuses, you may file a written complaint with MSBML.

Q: Can my doctor charge me for copies of my medical records?

A: Yes. Physicians may charge set fees under state law and MSBML regulations.

PHYSICIAN–PATIENT RELATIONSHIP

Q: Can my physician end our doctor–patient relationship?

A: Yes. Physicians can terminate care, but they must give reasonable notice (commonly 30 days) so you have time to find another provider.

Q: What if my doctor is rude or unkind?

A: There is no law requiring a physician to be 'kind.' If you're unhappy with their behavior, you may choose another provider.

PUBLIC RECORDS

Q: My doctor has a public record. Does that mean they are a 'bad doctor'?

A: Not necessarily. A public record may reflect past conditions that have been met or administrative actions. It does not always mean current discipline. Copies of public records may be requested in writing with a \$10 fee: MSBML, Public Record Request, 1867 Crane Ridge Drive, Suite 200-B, Jackson, MS 39216.

BILLING & INSURANCE

Q: Can MSBML stop my doctor from billing me?

A: No. MSBML does not regulate billing or insurance disputes.

MSBML'S ROLE & RESPONSIBILITIES

Q: What are MSBML's responsibilities?

A: Under MS Code §73-43-11, MSBML: sets medical policies and standards, reviews license applications and collaborative agreements, investigates violations of the Medical Practice Act, conducts hearings and considers petitions, and publishes rules and regulations.

MSBML'S ROLE & RESPONSIBILITIES (CONT.)

Q: Can MSBML give me legal advice about my case?

A: No. MSBML cannot provide legal opinions or intervene in lawsuits.

Q: Will MSBML refer me to a physician?

A: No. MSBML does not provide referrals. Contact your hospital or insurance provider for assistance.

LICENSE TYPES

Q: What's the difference between a D.O. and an M.D.?

A: Both Doctors of Medicine (M.D.) and Doctors of Osteopathy (D.O.) are fully licensed physicians in Mississippi. M.D.s and D.O.s hold the same type of medical license. D.O.s emphasize a holistic approach to treatment.