STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.
CALIFORNIA BOARD OF OCCUPATIONAL THERAPY
2005 Evergreen Street, Suite 2050, Sacramento, CA 95815-3827
P [916-263-2294] F [916-263-2701] | www.bot.ca.gov

EDUCATION/OUTREACH COMMITTEE MEETING NOTICE & AGENDA

Rancho Los Amigos National Rehabilitation Center
CART Building, Conference Room
7601 E. Imperial Highway
Downey, CA 90242

Directions only: (562) 401-6800

Thursday, February 24, 2011

4:00 pm – Committee Meeting

The public may provide comment on any issue before the committee at the time the matter is discussed.

A. Call to order, roll call, establishment of a quorum

B. Introductions

C. Review of Committee Member Roster/Information.

D. Review and discussion of the Education/Outreach Committee's Roles and Responsibilities and consideration of recommending changes to the Board.

E. Discussion regarding development of marketing plan and materials to increase participation in Expert Reviewer and Expert Witness Programs.

F. Discussion and development of consumer-related informational brochures.

G. Discussion regarding holding Board and committee meetings that are accessible and informative.

H. Selection of 2011 meeting dates/locations.

I. Agenda items for next meeting.

J. Public comment on items not on agenda.

K. Adjournment

*** *MORE INFORMATION ON OTHER SIDE* ***

ALL TIMES ARE APPROXIMATE AND SUBJECT TO CHANGE
ACTION MAY BE TAKEN ON ANY ITEM ON THE AGENDA;
ITEMS MAY BE TAKEN OUT OF ORDER

Questions regarding this agenda should be directed to Heather Martin, Executive Officer, at the Board's office in Sacramento. Meetings of the California Board of Occupational Therapy are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. A quorum of the board may be present at the committee meeting. Board members who are not members of the committee may observe but not participate or vote. Public comment is appropriate on any issue before the workshop at the time the issue is heard, but the chairperson may, at his or her discretion, apportion available time among those who wish to speak. The meeting is accessible to individuals with disabilities. A person who needs disability related accommodations or modifications in order to participate in the meeting shall make a request to Jeff Hanson at (916) 263-2294 or 2005 Evergreen Street, Suite 2050, Sacramento, California, 95815. Providing at least five working days notice before the meeting will help ensure the availability of accommodations or modifications.

AGENDA ITEM C

AGENDA ITEM D

California Board of Occupational Therapy

EDUCATION / OUTREACH COMMITTEE

Roles & Responsibilities

1. Develop consumer brochures for use by the Board and Board staff;
2. Develop website content to educate consumers about occupational therapy;
3. Develop website content to educate licensees about the regulation of occupational therapy;
4. Prepare articles for newsletter to educate or provide updated information to licensees;
5. Review and provide recommendations to Board staff on revisions to various applications and forms used by the Board.

Extract from Board ADMINISTRATIVE MANUAL

The purpose of the Education and Outreach Committee is to develop consumer and licensee outreach projects, including the Board's newsletter, website, e-government initiatives and outside organization presentations.

AGENDA ITEM E

DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF OCCUPATIONAL THERAPY

Licensees

IMPORTANT LINKS

- Disciplinary Action
- Advanced Practice
- Continuing Competency
- Related Links
- Renewal Information
- Inactive Status
- Outreach/Events
- Become an Expert Witness / Expert Reviewer for CBOT
- Written Verification of Your License for Another State or Organization

ADDITIONAL INFORMATION

Do you want to know what the Board is discussing at its meetings?
Do you want to know when the Board is considering amendments to the regulations?

If you want to receive important, timely, and relevant information to you - please consider subscribing to our Interested Parties list. We won't bog down your in-box! You'll receive about 8-12 emails per year with information regarding upcoming Board meetings, upcoming legislative and regulatory changes, Newsletters, new Board policies and other important information.

The Board is looking for practitioners to serve on several committees. *Find out how you can help.*

If you are an OT or OTA, **YOU** are a mandatory reporter. *Learn more about the Mandatory Reporting Requirements.*

Would you recognize the signs and symptoms of someone who is using drugs or alcohol in the workplace? On-the-job impairment affects Everyone. *Find out more information regarding treatment.*

PROBATIONERS subject to biological fluid testing should avoid exposure to alcohol; click here for a comprehensive list of alcohol-free products and alcohol-based products to avoid.

What happens when the Board receives a COMPLAINT? *Review a flow chart demonstrating the Board's complaint process.*

If you have additional questions, please email the Board at: cbot@dca.ca.gov.

DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF OCCUPATIONAL THERAPY

Recruiting Expert Witnesses & Expert Reviewers

Expert Witnesses

The CBOT Enforcement Program is currently recruiting qualified occupational therapists to review case materials, prepare written opinions, and possibly testify at administrative hearings as an Expert Witness. Expert Witnesses are paid $75 per hour for case review and preparation of the expert opinion report and $120 per hour plus expenses if called to testify at an administrative hearing. If you wish to provide this service to your community, please verify that you have:

Fifteen or more years of experience with seven years of recent experience in the area of expertise for which they are reviewing cases or rendering a professional opinion.

Expert Reviewers

The CBOT Licensing Program is currently recruiting qualified occupational therapists review applicants for advanced practice approval and applications for advanced practice post-professional education. Expert Reviewers are paid $40 per hour for their services. If you wish to provide this service to your community, please verify that you have:

At least five, of the past seven years, practicing in an advanced practice area.

Both Expert Witnesses and Expert Reviewers must have:

A current and active California OT license without restrictions.

No prior or current charges or discipline against any health care related license in California or in any other place of licensure.

No criminal convictions, including any that were expunged or dismissed.

If you meet the requirements and are interested in providing this service to your community, complete the Expert Witness application or Expert Reviewer application and follow the instructions carefully. Once completed, send the application and your Curriculum Vitae (resume) to:

California Board of Occupational Therapy
2005 Evergreen Street; Suite 2050
Sacramento, CA 95815

If you have additional questions, please email the Board at: cbot@dca.ca.gov.

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.
BOARD OF OCCUPATIONAL THERAPY
2005 Evergreen Street, Suite 2050, Sacramento, CA 95815-3831
T: (916) 263-2294 F: (916) 263-2701
E-mail: cbot@dca.ca.gov Web: www.bot.ca.gov

APPLICATION FOR EXPERT WITNESS PROGRAM

Thank you for your interest in serving the Board of Occupational Therapy as an expert witness. Expert witnesses are licensed occupational therapists and occupational therapy assistants with the professional and educational background to review complaints, develop opinions, prepare written reports and/or testify at administrative hearings. Expert witnesses are an important part of the Board's Enforcement Program and their effectiveness is vital for fulfilling our legislative mandate to protect California consumers of occupational therapy services from unprofessional, incompetent and otherwise dangerous practitioners.

If you wish to provide this service to your community and be considered by the Board as an expert witness, please complete all sections of the application and submit to the above address. Please attach your resume or Curriculum Vitae.

An expert witness must hold a current and active license without restrictions.

It is imperative that expert witnesses have at least fifteen (15) years experience with seven (7) years of recent experience in the area of expertise for which they will be reviewing cases and rendering a professional opinion. Please select (√) the applicable area(s) for which you are most knowledgeable, keeping in mind that you will need to defend your position in court should you be called to testify. ***California Civil Code Section 43.8 provides immunity for those practitioners who render an opinion against an occupational therapist or an occupational therapy assistant for the Board.***

- ☐ Private Practice
- ☐ School-Based Practice
- ☐ Pediatrics
- ☐ Work Program
- ☐ Administrative Management
- ☐ Physical Disabilities
- ☐ Behavioral Health
- ☐ Gerontology
- ☐ Home Health
- ☐ Hand Therapy
- ☐ Technology
- ☐ Education
- ☐ Research
- ☐ Wellness
- ☐ Other_____

Indicate all advanced practice area(s) which you have been approved by the Board and the date of approval:

- ☐ Hand Therapy - Date of Approval:
- ☐ Physical Agent Modalities - Date of Approval:
- ☐ Swallowing Assessment, Evaluation and Intervention - Date of Approval:

Section I: Personal Data (Please Complete All Boxes)

Last Name		First Name		Middle Name
Residence Address (Street No., Apt No.)		City	State	Zip Code
Home Telephone No. ( )	Business Telephone No. ( )	FAX No. ( )	E-Mail Address	

Section II: Professional Data (Please Complete All Boxes. Attach additional pages if necessary.)

License No.	Original Issue Date	Expiration Date	Type ☐ OT ☐ OTA

1. Do you possess a *current* certification from the National Board for Certification in Occupational Therapy, Inc. (NBCOT), or membership with the American Occupational Therapy Association (AOTA), Occupational Therapy Association of California (OTAC), or other state association?

☐ Yes NBCOT: Certification No. _____ as of _____ (date).
AOTA: Membership No. _____ as of _____ (date).
OTAC: Membership No. _____ as of _____ (date).
Other: _____ Membership No. _____ as of _____ (date).
Other: _____ Membership No. _____ as of _____ (date).
☐ No

2. Do you currently hold any other licenses or specialty certifications, including occupational therapy or any other health related field, in California or in any other state?

☐ Yes If yes, please provide a list and details below. ☐ No

_____
_____
_____
_____

3. Has any health related professional licensing or disciplinary body in any state, territory or foreign jurisdiction, or any branch of the military, denied, limited, placed on probation, restricted, suspended, cancelled or revoked any professional license, certificate, or registration granted to you, or imposed a fine, reprimand, or taken any other action against you?

☐ Yes If yes, please provide details below. ☐ No

_____
_____
_____
_____
_____

4. Have you ever been convicted of a crime?

☐ Yes If yes, please provide details below. ☐ No

_____
_____
_____
_____

5. Have you been actively engaged in the practice of occupational therapy (defined as at least 80 hours a month in occupational therapy, including direct client care, clinical activity, supervision, administration or teaching) in the past five years?

☐ Yes ☐ No

Please attach a copy of your resume or Curriculum Vitae to this application.

6. Please describe your related practice activities within the past five years.

7. Have you ever ceased practice for one year or more?

☐ Yes If yes, please provide details below. ☐ No

8. Please describe any mentoring or supervisory positions you have been involved with in the past five years.

9. Have you ever been an expert witness?

☐ Yes If yes, please state when and in what capacity, and describe your service as a witness.
☐ No

10. Please describe any teaching or public speaking experience within the last five years. Please relate this experience to the specific area of expertise.

11. Have you ever been involved in an accreditation process?

☐ Yes If yes, please provide details below. ☐ No

_____

_____

_____

_____

_____

12. Why do you feel you are qualified to be an expert witness?

_____

_____

_____

_____

_____

_____

_____

_____

_____

Section III: Affidavit

I declare, under penalty of perjury of the laws of the State of California, that all of the information contained herein and evidence or other credentials submitted herewith are true and correct.

Further, I certify that I have read and understand the disclaimer listed below.

_____ _____

Signature of Applicant Date

Disclaimer: Licensees are prohibited from making any claim or any advertisement in which they represent themselves as being affiliated in any way with the California Board of Occupational Therapy. Licensees shall not represent themselves as being an expert, a Board "expert," hold themselves out as holding any credential, or use any designation based on their participation in the Expert Witness Program. By signing the affidavit in Section III, you indicate that you understand the prohibitions concerning Board affiliation and advertising. Failure to comply may result in disciplinary action.

Information Collection and Access: The Board's Executive Officer is the person responsible for information maintenance. Business and Professions Code section 2570.18 gives the Board authority to maintain information. All information is mandatory. Failure to provide any mandatory information will result in the application being rejected as incomplete. Authorized personnel will use the information provided to determine your eligibility for participation in the Expert Witness Program. Each individual has the right to review his or her file maintained by the agency subject to the provisions of the California Public Records Act.

Rev (1/11)

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.

BOARD OF OCCUPATIONAL THERAPY
2005 Evergreen Street, Suite 2050, Sacramento, CA 95815-3831
T: (916) 263-2294 F: (916) 263-2701
E-mail: cbot@dca.ca.gov Web: www.bot.ca.gov

APPLICATION FOR EXPERT REVIEWER PROGRAM

Thank you for your interest in serving the Board of Occupational Therapy as an expert reviewer. Expert reviewers are licensed occupational therapists with the professional and educational background to review applicants for advanced practice approval and applications for advanced practice post-professional education. Expert reviewers are an important part of the Board's Licensing Program and their effectiveness is vital for fulfilling our legislative mandate to protect California consumers of occupational therapy services from unprofessional, incompetent and otherwise dangerous practitioners.

If you wish to provide this service to your community and be considered by the Board as an expert reviewer, please complete all sections of the application and submit to the above address. Please attach your resume or Curriculum Vitae.

An expert reviewer must hold a current and active license without restrictions.

It is imperative that expert reviewers have been practicing in an advanced practice area for at least five (5) of the past seven (7) years.

Indicate all advanced practice area(s) which you have been approved by the Board and the date of approval:

☐ Hand Therapy - Date of Approval:
☐ Physical Agent Modalities - Date of Approval:
☐ Swallowing Assessment, Evaluation and Intervention - Date of Approval:

Section I: Personal Data (Please Complete All Boxes)

Last Name		First Name		Middle Name
Residence Address (Street No., Apt No.)		City	State	Zip Code
Home Telephone No. ( )	Business Telephone No. ( )	FAX No. ( )	E-Mail Address	

Section II: Professional Data (Please Complete All Boxes. Attach additional pages if necessary.)

License No.	Original Issue Date	Expiration Date	

1. Do you possess a *current* certification from the National Board for Certification in Occupational Therapy, Inc. (NBCOT), or membership with the American Occupational Therapy Association (AOTA), Occupational Therapy Association of California (OTAC), or other state association?

☐ Yes NBCOT: Certification No. _____ as of _____ (date).
AOTA: Membership No. _____ as of _____ (date).
OTAC: Membership No. _____ as of _____ (date).
Other: _____ Membership No. _____ as of _____ (date).
Other: _____ Membership No. _____ as of _____ (date).

☐ No

2. Do you currently hold any other licenses or specialty certifications, including occupational therapy or any other health related field, in California or in any other state?

☐ Yes If yes, please provide a list and details below. ☐ No

_____

_____

_____

_____

3. Has any health related professional licensing or disciplinary body in any state, territory or foreign jurisdiction, or any branch of the military, denied, limited, placed on probation, restricted, suspended, cancelled or revoked any professional license, certificate, or registration granted to you, or imposed a fine, reprimand, or taken any other action against you?

☐ Yes If yes, please provide details below. ☐ No

_____

_____

_____

_____

_____

4. Have you ever been convicted of a crime?

☐ Yes If yes, please provide details below. ☐ No

_____

_____

_____

_____

5. Have you been actively engaged in the practice of occupational therapy (defined as at least 80 hours a month in occupational therapy, including direct client care, clinical activity, supervision, administration or teaching) in the past five years?

☐ Yes ☐ No

Please attach a copy of your resume or Curriculum Vitae to this application.

6. Please describe your related practice activities within the past five years.

_____

_____

_____

_____

_____

_____

_____

_____

7. Have you ever ceased practice for one year or more?

☐ Yes If yes, please provide details below. ☐ No

8. Please describe any mentoring or supervisory positions you have been involved with in the past five years.

9. Please describe any teaching or public speaking experience within the last five years. Please relate this experience to the specific area of expertise.

10. Have you ever been involved in an accreditation process?

☐ Yes If yes, please provide details below. ☐ No

11. Why do you feel you are qualified to be a reviewer of advanced practice applications?

Section III: Affidavit

I declare, under penalty of perjury of the laws of the State of California, that all of the information contained herein and evidence or other credentials submitted herewith are true and correct.

Further, I certify that I have read and understand the disclaimer listed below.

_____ _____

Signature of Applicant Date

Disclaimer: Licensees are prohibited from making any claim or any advertisement in which they represent themselves as being affiliated in any way with the California Board of Occupational Therapy. Licensees shall not represent themselves as being an expert, a Board "expert," hold themselves out as holding any credential, or use any designation based on their participation in the Expert Reviewer Program. By signing the affidavit in Section III, you indicate that you understand the prohibitions concerning Board affiliation and advertising. Failure to comply may result in disciplinary action.

Information Collection and Access: The Board's Executive Officer is the person responsible for information maintenance. Business and Professions Code section 2570.18 gives the Board authority to maintain information. All information is mandatory. Failure to provide any mandatory information will result in the application being rejected as incomplete. Authorized personnel will use the information provided to determine your eligibility for participation in the Expert Witness Program. Each individual has the right to review his or her file maintained by the agency subject to the provisions of the California Public Records Act.

Revised (1/11)

AGENDA ITEM F

WHAT ARE MY CONSUMER RIGHTS AND RESPONSIBILITIES?

•Receive competent professional services.

•Verify the credentials of the licensed professional and know the names and titles of licensed professionals who provided services.

•Receive clear explanation of the services being offered or provided.

•Refuse any services offered.

•Know what records will be kept and how to get copies (Any mandate reporting law?)

•File a complaint with the Missouri Board of Occupational Therapy about a licensed professional or an unlicensed practitioner.

•If you are a person with a disability, you may request and may be provided reasonable accommodations to access professional services.

•To be treated with courtesy and respect.

•To maintain an ethical and professional relationship (without financial, sexual or other expectations).

FOR MORE INFORMATION:

If you would like information regarding licensure please call or write:

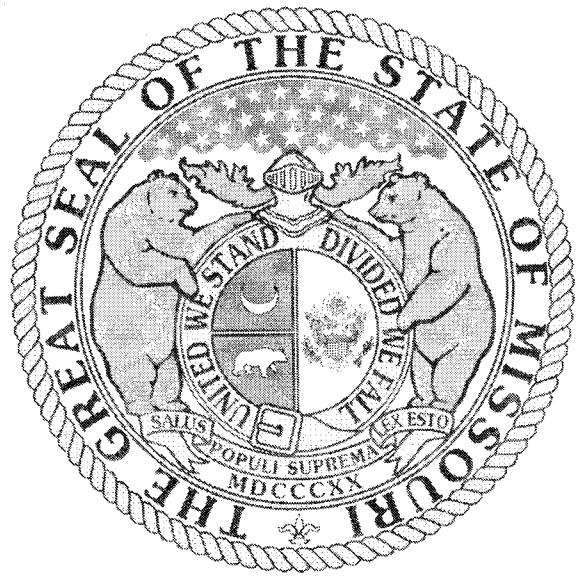
Missouri Board of Occupational Therapy
3605 Missouri Boulevard
Jefferson City, MO 65109

Phone: 573-751-0877
Fax: 573-526-3489
Website: www.pr.mo.gov

STAFF MEMBERS

Sandy Stuenkel, Licensing Technician II

Vanessa Beauchamp, Executive Director



Division of Professional Registration
3605 Missouri Boulevard
Jefferson City, MO 65109
Phone: 573-751-0877
Fax: 573-526-3489
E-Mail: ot@pr.mo.gov

STATE OF MISSOURI

A CONSUMER'S GUIDE

MISSOURI BOARD OF OCCUPATIONAL THERAPY

STATE OF MISSOURI
DIVISION OF PROFESSIONAL REGISTRATION
3605 MISSOURI BOULEVARD
JEFFERSON CITY, MO 65109

TELEPHONE: 573-751-0877

MISSOURI BOARD OF OCCUPATIONAL THERAPY MISSION AND RESPONSIBILITY:

The mission of the Missouri Board of Occupational Therapy is to protect the citizens of the state through the licensing of occupational therapists and assistants in addition to assessing their competence to practice. It is also the Board's duty to investigate all complaints against its licensees in a fair and equitable manner.

The Board, in collaboration with the Division of Professional Registration, is responsible for developing, implementing and administering the rules and regulations necessary to carry out the Occupational Therapy Practice Act. These regulations include establishing the requirements for licensure, continuing competency, as well as the ethical standards of conduct for occupational therapy practitioners. The Board will also be responsible for investigating complaints related to the practice of occupational therapy.

WHAT IS OCCUPATIONAL THERAPY?

"Occupational Therapy," the use of purposeful activity or interventions designed to achieve functional outcomes which promote health, prevent injury or disability and which develop, improve, sustain or restore the highest possible level of independence of any individual who has an injury, illness, cognitive impairment, psychosocial dysfunction, mental illness, developmental or learning disability, physical disability or other disorder or condition. It shall include assessment by means of skill observation or evaluation through the administration and interpretation of standardized or non-standardized tests and measurements. Occupational therapy services include, but are not limited to:

(a) The assessment and provision of treatment in consultation with the individual, family or other appropriate persons;

(b) Interventions directed toward developing, improving, sustaining or restoring daily living skills, including self-care skills and activities that involve interactions with others and with the environment, work readiness or work performance, play skills or leisure capacities or enhancing educational performances skills;

(c) Developing, improving, sustaining or restoring sensorimotor, oral-motor, perceptual or neuromuscular functioning; or emotional, motivational, cognitive or psychosocial components of performance' and

(d) Education of the individual, family or other appropriate persons in carrying out appropriate interventions.

Such services may encompass assessment of need and the design, development, adaptation, application or training in the use of assistive technology devices; the design, fabrication or application of rehabilitative technology such as selected othotic devices, training in the use of orthotic or prosthetic devices; the application of ergonomic principles; the adaptation of environments and processes to enhance functional performance; or the promotion of health and wellness; This is the scope of practice as defined in the Missouri Board of Occupational Therapy Statute.

WHAT IS A LICENSED OCCUPATIONAL THERAPIST?

A licensed occupational therapist is a person licensed to practice occupational therapy as defined above and whose license issued pursuant to sections 324.050 to 324.089.

WHAT IS A LICENSED OCCUPATIONAL THERAPY ASSISTANT?

A licensed occupational therapy assistant is a person licensed to assist an occupational therapist in the delivery of occupational therapy services in compliance with federal regulations and rules promulgated.

HOW DO I FIND A LICENSED OCCUPATIONAL THERAPIST OR OCCUPATIONAL THERAPY ASSISTANT?

Licensed occupational therapists and licensed occupational therapy assistants are employed in many different settings. A list of licensees can be obtained from the web-site or you may wish to consult your local yellow pages.

WHAT DO I DO IF I SUSPECT THAT AN OCCUPATIONAL THERAPIST OR OCCUPATIONAL THERAPY ASSISTANT HAS ACTED IN AN UNPROFESSIONAL MANNER?

If you suspect that someone is practicing without a license or have acted in an unprofessional manner you may report such to the Missouri Board of Occupational Therapy by filing a written complain. Complaint forms can be found on the web-site. Verbal complaints are not accepted.

To Help Your Professional Relationship With Your Speech-Language Pathologist, You Should:

- Answer all health-related questions completely and accurately.
- Ask questions to help you understand your disorder and your treatment.
- Follow any instructions that your speech-language pathologist may give you.

COMPLAINTS — What To Do If You Have a Complaint

To file a complaint, you may call the Board office at (916) 263-2666 and request a complaint form. Or, you may send a letter to the Board office summarizing your grievance. The Board reviews complaints pertaining to fraud, incompetence, unlicensed practice, sexual misconduct, or conviction of a criminal offense related to the profession. Complaints regarding general business practices or personality conflicts are not within the jurisdiction of the Speech-Language Pathology and Audiology Board.

The Speech-Language Pathology and Audiology Board (SLPAB)

The Speech-Language Pathology and Audiology Board is a state agency within the Department of Consumer Affairs. The Speech-Language Pathology and Audiology Board licenses and regulates speech-language pathologists and audiologists. The Board's mission is to protect the consumer by requiring adherence to statutes and regulations designed to ensure the qualifications and competency of providers of speech-language pathology and audiology services.

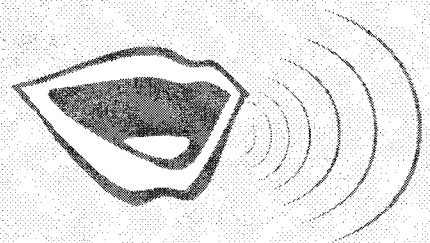
Speech-Language Pathology and Audiology Board
1422 Howe Avenue, Suite 3
Sacramento, CA 95825-3204
(916) 263-2666
FAX: (916) 263-2668
website: www.dca.ca.gov/slpab
e-mail: slpab@dca.ca.gov

State of California Department of Consumer Affairs

Rev. 04/00

A CONSUMER GUIDE TO

SPEECH-LANGUAGE PATHOLOGY



What You Should Know About Speech Problems

A Consumer Guide to

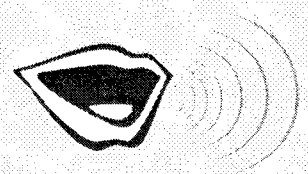
SPEECH-LANGUAGE PATHOLOGY

What Is a Speech-Language Pathologist?

A speech-language pathologist is a licensed health care professional who screens, identifies, assesses, refers, and provides treatment to persons with — or at risk for — speech, voice, language, communication, swallowing, and related disabilities.

How to Locate a Speech-Language Pathologist

Speech-language pathologists work in a variety of settings, including private practices, clinics, hospitals, and schools. To locate a licensed speech-language pathologist, you may obtain a referral from your primary care physician or pediatrician, a public health nurse, or a personal friend. Speech-language pathologists can also be located in your local telephone yellow pages under "Speech & Language Pathologists" or "Speech Therapists."



Speech and hearing clinics may be available:

- In the local community.
- At a college or university.
- In a hospital or medical clinic.

You may call professional organizations for assistance in locating a speech-language pathologist. The Speech-Language Pathology and Audiology Board cannot refer you to a practitioner.

Guidelines for Judging a Speech-Language Pathologist's Professional Qualifications

To practice in the state of California, an individual must hold a current, valid, speech-language pathology license from the Speech-Language Pathology and Audiology Board.

To get a license, the individual must have obtained the appropriate master's degree or equivalent, completed the specified number of clinical practicum hours, worked in the speech-language pathology field under supervision for not less than 36 weeks, and passed the national written exam.

Certain settings are exempt from licensure (working in public preschools, elementary or secondary schools, and federal agencies).

You may check the status of a speech-language pathologist's license by calling the Board at (916) 263-2666.

When To Use Services of a Speech-Language Pathologist

Anyone at any age can have a speech or language problem. The earlier the problem is diagnosed and therapy begun, the better the chances of successful treatment.

Speech and language development is not a separate function but a continuous process involving every aspect of the individual — intellectual, motor, emotional, and social. Therefore, problems of speech and language may need not only speech and language evaluations, but also medical or psychological evaluations.

How a Speech-Language Pathologist Will Help

Speech-language pathologists are trained to evaluate speech and language problems. They plan and carry out programs to correct or modify the disorder or to develop other means of communicating. A speech-language pathologist also counsels individuals and families in managing the problem.

Speech-language pathologists are often members of health care teams. Depending upon the nature of the problem, they may work with physicians, surgeons, orthodontists, psychologists, educators, counselors, or social workers.

If You Think You May Need Hearing Aids, You Should:

Have a hearing evaluation performed by a licensed audiologist before making any purchases.

Many audiologists prescribe, fit, and sell hearing aids. An audiologist who sells hearing aids must be licensed with the Bureau of Hearing Aid Dispensers as a hearing aid dispenser, in addition to being licensed by the Speech-Language Pathology and Audiology Board as an audiologist.

COMPLAINTS — What To Do If You Have a Complaint

To file a complaint, you may call the Board office at (916) 263-2666 and request a complaint form. Or, you may send a letter to the Board office summarizing your grievance. The Board reviews complaints pertaining to fraud, incompetence, unlicensed practice, sexual misconduct, or conviction of a criminal offense related to the profession. Complaints regarding general business practices or personality conflicts are not within the jurisdiction of the Speech-Language Pathology and Audiology Board.

The Speech-Language Pathology and Audiology Board (SLPAB)

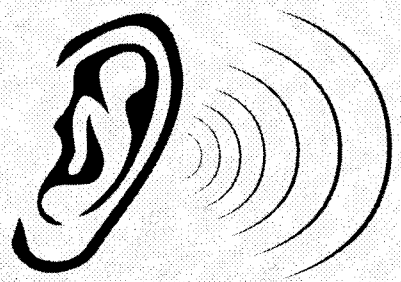
The Speech-Language Pathology and Audiology Board is a state agency within the Department of Consumer Affairs. The Speech-Language Pathology and Audiology Board licenses and regulates speech-language pathologists and audiologists. The Board's mission is to protect the consumer by requiring adherence to statutes and regulations designed to ensure the qualifications and competency of providers of speech-language pathology and audiology services.

Speech-Language Pathology and Audiology Board
1422 Howe Avenue, Suite 3
Sacramento, CA 95825-3204
(916) 263-2666
FAX: (916) 263-2668
website: www.dca.ca.gov/slpab
email: slpab@dca.ca.gov

State of California Department of Consumer Affairs

Rev. 04/00

A CONSUMER GUIDE TO AUDIOLOGY



What You Should Know About Hearing Problems

A Consumer Guide to

AUDIOLOGY

What Is an Audiologist?

An audiologist is a licensed health care professional who identifies, assesses, and manages disorders of the auditory, balance, and other neural systems.

How to Locate an Audiologist

Audiologists work in a variety of settings, including private practices, clinics, hospitals, and schools. To locate a licensed audiologist, you may obtain a referral from your primary care physician or pediatrician, a public health nurse, or a personal friend. Otolaryngologists (ear, nose, and throat doctors) may also refer you or have an audiologist on staff. You can also check under "Audiologists" in the yellow pages of your telephone book.

Speech and hearing clinics may be available:

- In the local community.
- At a college or university.
- In a hospital or medical clinic.

You may call professional organizations for assistance in locating an audiologist. The Speech-Language Pathology and Audiology Board cannot refer you to a practitioner.

Guidelines for Judging an Audiologist's Professional Qualifications

To practice in the state of California, an individual must hold a current, valid, audiology license from the Speech-Language Pathology and Audiology Board.

To get a license, the individual must have obtained the appropriate master's degree or equivalent, completed the specified number of clinical practicum hours, worked in the audiology field under supervision for no less than 36 weeks, and passed the national written exam.

Certain settings are exempt from licensure (such as public preschools, elementary or secondary schools, and federal agencies).

You may check the status of an audiologist's license by calling the Board at (916) 263-2666.

When to Use the Services of an Audiologist

You would seek the services of an audiologist if you or someone you know is having difficulty hearing.

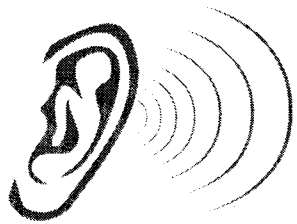
It may be difficult for you to determine if a child is having hearing problems. You might consult an audiologist for a child if:

- The child has difficulty understanding what people are saying.
- You think the child is speaking differently than other children of the same age.
- As an infant, the child does not respond to sounds or people's voices.

What the Audiologist Will Do:

- Test how well you hear sounds of different pitches.
- Test how well you understand speech at different levels of loudness.
- Do special tests, if necessary, to further identify what type of hearing problem you have.

An audiologist can evaluate your hearing, determine whether you have a hearing loss, and make recommendations for hearing health care. This may include a referral to a physician or recommendations for hearing aids or other amplifying devices or methods to modify the listening environment.



To Help Your Professional Relationship With Your Audiologist, You Should:

Answer all health-related questions completely and accurately.

Ask questions to help you understand the results of your hearing tests and the recommendations of your audiologist.

Consumer Information

What You Should Know About Occupational Therapy Professionals and Their Services

---

What is an occupational therapist? What is an occupational therapy assistant?

Occupational therapists are licensed rehabilitation care professionals who work to restore or improve physical abilities, promote behavioral changes, adapt surroundings, and teach new skills; the goal is to have the individual achieve her or his best physical and/or mental functioning in daily life tasks. Occupational therapists provide these services on the referral or prescription of a physician, physician assistant, or nurse practitioner.

Occupational therapy assistants provide treatment according to a plan developed by or in collaboration with a licensed occupational therapist. They must work under the supervision of a licensed occupational therapist or a licensed physician.

When would I use the services of a New York occupational therapist?

Occupational therapy practitioners help people adapt to a variety of challenges:

- developmental disabilities
- learning disabilities
- job-related injuries
- neurological problems
- orthopedic injuries
- birth defects
- stroke
- psychosocial disorders
- chemical dependency
- age-related disorders

They help with:

- impaired physical functioning which hampers the ability to perform daily life tasks
- psychosocial problems which hamper the ability to function in daily life
- special needs which require modification of the physical environment and/or use of specialized equipment and technologies (e.g., changes in the home or job site for a person in a wheelchair)

What credentials do New York occupational therapists and occupational therapy assistants have?

New York licensed occupational therapists have completed a minimum of a bachelor's degree in occupational therapy, including studies in anatomy and physiology, medical and psychosocial conditions, and human development. In addition, they have satisfactorily completed at least six months of supervised experience and have passed a State-approved licensing examination.

New York certified occupational therapy assistants have completed an associate's degree in occupational therapy, including studies in similar areas with an emphasis on technical application; these programs usually require the completion of at least three months of supervised experience.

How do I locate an occupational therapist?

Occupational therapists work in a variety of settings, including private offices, hospitals, clinics, nursing homes and schools. They may also provide therapy in your home.

Check with your physician, hospital or school, or ask people you know who have had a successful experience with a particular professional. You can also check under "Occupational Therapists" in the yellow pages of your telephone book. You may also call professional organizations for assistance in identifying member providers. The State Board for Occupational Therapy cannot refer you to a practitioner.

What can I expect to happen during a session with an occupational therapy practitioner?

If an occupational therapy evaluation indicates that occupational therapy is needed, the occupational therapist will design a program of functional activities to improve:

- strength and endurance
- balance and coordination
- functional mobility
- hand function
- judgement and problem-solving abilities in daily life
- activities of daily living and self-care skills

What questions should individuals with disabilities ask about accessing services?

Ask such questions as whether the service location is physically accessible (curb cuts, ramps, restrooms, etc.) as well as whether there is a Telecommunication Device for the Deaf (TDD) and parking for people with disabilities.

What records does my occupational therapist retain? Can anyone else get them?

Your file includes a record of your evaluation, treatment plan, and treatment notes. Occupational therapists must keep client records for six years or until the client turns 22, whichever is longer.

Generally, your records are confidential unless you approve their release. Ask your professional about exceptions to this. If you want a copy of your records, provide your occupational therapist with a written request. You may be charged a reasonable fee to offset the cost of providing copies.

Will my health insurance cover occupational therapy services?

It may. Many occupational therapists participate in health care plans. Review your insurance plan's benefits with your insurance provider.

To help your professional relationship with your occupational therapist you should:

- answer all health-related questions completely and accurately;
- ask questions to help you understand your evaluation and treatment plan; and
- express your opinions and personal values to help your occupational therapist develop a program that will meet your needs.

Verifying a New York license:

New York licensed professionals must display a current New York registration certificate; this certificate lists the professional's name, address, and dates of the registration period. Occupational Therapy professionals must reregister every three years to practice in New York. Some professionals also display their original New York license, diploma, licenses from other states, and membership certificates. You may verify an individual's license and registration on this site

FREQUENTLY ASKED QUESTIONS

CONSUMER QUESTIONS

Q. WHO CAN PERFORM ACUPUNCTURE?

A. Acupuncturists who maintain a valid license issued by the Acupuncture Board and physicians licensed by the Medical Board of California. A dentist or podiatrist licensed in California may also practice acupuncture, only within the scope of their respective licenses and if they have completed the necessary training required by their respective licensing board.

Q. I WOULD LIKE TO SEE AN ACUPUNCTURIST, CAN YOU REFER ME TO ONE?

A. No. The Acupuncture Board licenses acupuncturists. It is unable to provide referrals. You may want to check with an association. The Board maintains a list of acupuncture associations. Once you are provided the name of an acupuncturist, you may call the Acupuncture Board to verify the status of an acupuncturist, i.e., valid, delinquent, or action against the license.

Q. CAN YOU TELL ME WHETHER AN ACUPUNCTURIST HAS HAD A COMPLAINT FILED AGAINST THEM? WHAT ABOUT AN ADVERSE ACTION FILED AGAINST THEM?

A. No. Complaints and/or investigations are not subject to public disclosure. An accusation is a formal charge brought before a court against a person, stating that they are guilty of some punishable offense. If an accusation has been filed, it is subject to public disclosure. Details regarding the actual accusation filed must be requested in writing.

Q. WHAT IS AN ACUPUNCTURIST ALLOWED TO DO?

A. An acupuncturist is allowed to engage in the practice of acupuncture, electroacupuncture, perform or prescribe the use of oriental massage, acupressure, moxibustion, cupping, breathing techniques, exercise, heat, cold, magnets, nutrition, diet, herbs, plant, animal, and mineral products, and dietary supplements to promote, maintain, and restore health pursuant to **Business & Professions Code Section 4937**.

Q. WHAT CAN I EXPECT?

A. Needles are sterile, generally cause no bleeding upon entry or removal, with little or no pain being felt; however, slight bruising may be experienced on occasion. The number of treatments necessary will depend upon your condition, if your symptoms are chronic or acute and your health in general. The needles may vary in size, depending upon your condition and the course of treatment prescribed. In addition to needling your treatment may also include a variety of non-needling techniques such as moxibustion (heat), acupressure, herbal formulas, etc. One advantage of acupuncture treatment is the absence of serious side effects which may result from the use of prescription drugs.

Q. WHAT DO THE INITIALS "O.M.D." STAND FOR?

A. The initials O.M.D. stand for "Oriental Medical Doctor", this is an academic title (similar to Ph.D.). This title may only be used by those licensed acupuncturists who possess an earned doctorate degree, from a California accredited, approved and/or authorized educational institute as set forth in Section 94760 of the California Education Code. These initials must be used in conjunction with the representation that the individual is a licensed acupuncturist as set forth in

Business & Professions Code, Section 4927 and **4937**, the **California Code of Regulations, Title 16, Section 1399.456**, and **Attorney General Opinion No. 87-103**.

Q. CAN AN ACUPUNCTURIST CALL THEMSELF A DOCTOR?

A. See **California Code of Regulations, Title 16, Section 1399.456**.

Q. DO I NEED A REFERRAL FROM MY REGULAR DOCTOR TO SEE AN ACUPUNCTURIST AND WILL MY INSURANCE COVER ACUPUNCTURE TREATMENT?

A. An acupuncturist is considered a primary care provider and a referral may or may not be required for insurance purposes. Many insurance companies do cover acupuncture treatment. For more information on insurance, please contact either your insurance company or an acupuncture association.

Q. ARE ACUPUNCTURISTS REQUIRED TO USE DISPOSABLE NEEDLES?

A. Yes. It is unprofessional conduct for an acupuncturist to use a needle more than once. **California Code of Regulations, Title 16, Section 1399.454**.

Q. CAN AN ACUPUNCTURIST GIVE INJECTIONS OF ANY KIND?

A. No. Never. Acupuncturists cannot give injections, nor can they perform acupuncture with a hypodermic needle, pursuant to **California Code of Regulations, Title 16, Section 1399.451(f)**.

Q. I READ AN ADVERTISEMENT WHERE AN ACUPUNCTURIST CLAIMS THE ABILITY TO *CURE* MY DISEASE. IS THIS LEGAL?

A. No. Pursuant to **California Code of Regulations, Title 16, Section 1399.451(b)** it is improper for an acupuncturist to disseminate any advertising which represents in any manner that they can *cure* any type of disease, condition or symptom.

Q. DOES CALIFORNIA HAVE RECIPROCITY WITH OTHER STATES?

A. No. The Acupuncture Board does not recognize reciprocity, nor does it accept for licensure those individuals who take and pass the national examination (administered by the National Certification Commission for Acupuncture and Oriental Medicine).

A Consumer's Guide to

Acupuncture and Asian Medicine

California Department of Consumer Affairs
ACUPUNCTURE BOARD

The mission of the California Acupuncture Board is to benefit, educate, and protect the public through regulation of licensure; development of education standards; provision of consumer information; and enforcement of the Acupuncture Licensure Act.

Additional copies of this publication are available from

Department of Consumer Affairs
CALIFORNIA ACUPUNCTURE BOARD
444 North 3rd Street, Suite 260
Sacramento, CA 95811

For more information call 916/445-3021,
or visit the California Acupuncture Board Web site
at www.acupuncture.ca.gov.

07-043 (04/08)

What is Acupuncture and Asian Medicine?

The theory and practice of acupuncture is based on Asian medicine (also known as traditional Chinese or Oriental medicine), a comprehensive natural health care system that has been used in Asian countries for thousands of years to preserve health and diagnose, treat, and prevent illness.

Acupuncture treats health conditions by stimulating "acu-points" found at specific locations on the surface of the body. Acupuncturists stimulate the acu-points by inserting very thin needles through the skin to produce physiological effects. Other methods are also used to stimulate acu-points, such as heat or finger pressure.

The general theory of acupuncture is that proper physiological function and health depend on the circulation of nutrients, substances, and energy called Qi (pronounced "chee") through a network of "channels" or "meridians." This network connects every organ and part of the body, providing balance, regulation, and coordination of physiological processes.

Pain and ill health result when the flow of Qi through the body is disrupted or blocked. This can be caused by many things, including disease, pathogens, trauma/injuries, and medication (side effects), as well as lifestyle factors such as overwork, poor diet, emotions, lack of rest, and stress.

Stimulation of the appropriate acu-points through acupuncture treatments helps to restore sufficient, continuous, and even flow of Qi and other nutrients throughout the body, restoring health and balance to the body while relieving pain and other symptoms.

> The aim is not only to eliminate or alleviate symptoms ... but to treat the underlying cause ... and improve the quality of life.

The acupuncturist uses a sophisticated and complex system of diagnostic methods that take into consideration the person as a whole, discerning the body's pattern of disharmony rather than isolated symptoms. The aim is not only to eliminate or alleviate symptoms, but more importantly to treat the underlying cause, increase the ability to function, and improve the quality of life.

Acupuncture and Asian medicine is one of the newest primary health care professions in California. The potential benefits of acupuncture are widely recognized, and it is steadily being integrated with mainstream health care. More than 15 million Americans have tried acupuncture and Asian medicine since it was introduced in the United States in the 1970s. The risk of side effects from acupuncture is low and the potential benefits are high. Knowing what

to expect from acupuncture will help patients get the most benefit from their treatments. The purpose of this booklet is to help consumers approach acupuncture treatment from an informed perspective.

Endorsement by the National Institutes of Health

In November 1997, the National Institutes of Health (NIH) convened a panel of 12 distinguished physicians and scientists to review the history, licensing, practice, and current status of clinical research on the effectiveness of acupuncture.

> "There is sufficient evidence of acupuncture's value to expand its use into conventional medicine ..."

The first formal endorsement of acupuncture by NIH stated, "There is sufficient evidence of acupuncture's value to expand its use into conventional medicine and to encourage further studies of its physiology and clinical value."

The panel found clear evidence that needle acupuncture is effective for relief of post-operative chemotherapy, pregnancy-related nausea and vomiting, and post-

operative dental pain. Other benefits from acupuncture which are still under consideration include relief of post-operative pain, addiction, stroke rehabilitation, carpal tunnel syndrome, osteoarthritis, headache, tennis elbow, fibromyalgia, menstrual cramps, and asthma. The panel noted that the World Health Organization identified more than 40 conditions for which acupuncture may be helpful. The panel found that one of the advantages of acupuncture is that the incidence of adverse effects is substantially lower than that of many drugs or other accepted medical procedures used for the same condition.

Licensed Acupuncturists in California

The State of California began licensing acupuncturists in 1976, and in 1979 was the first state in the nation to recognize qualified practitioners as primary health care professionals. To qualify for licensing in California, individuals must meet specified educational requirements and pass a comprehensive State licensing examination. Once licensed, acupuncturists are required to renew their license every two years and complete continuing education as a condition of renewal. Licensed acupuncturists are required to post their license in a conspicuous location in their place of business.

What to Expect From Acupuncture Treatment

Knowing what to expect from an acupuncture treatment will make you feel more comfortable about the experience.

Determine Your Goals Are you looking for a primary health care practitioner, or someone to work with your current physician? Are you seeking short-term treatment for a specific complaint, or do you want the prevention-oriented, holistic approach to the health of mind, body, and spirit that acupuncture and Asian medicine can provide? Knowing what you're expectations are—and communicating them to your practitioner—will help you get the most from your treatment.

Select a Practitioner Ask your friends, relatives, doctor, or your health plan for a referral to a reputable practitioner. You can access a list of professional associations or verify a license through the California Acupuncture Board's Web site at www.acupuncture.ca.gov.

Once you have a list of names, call the practitioners' offices and ask questions. Find out about their training, length of practice, which aspects of acupuncture and Asian medicine they employ, any specializations, and their experience in treating your ailment. You may also want to ask about the cost of treatment.

Diagnosis An acupuncturist's diagnosis is determined in part by using methods similar to other health care practitioners: Asking patients for a thorough history of their health, diet, exercise patterns, and chief complaints; performing a physical exam, ordering laboratory tests, X-rays or MRIs, and making a referral to a specialist, if necessary. The acupuncturist also uses unique diagnostic techniques, for example, taking the patient's pulse on both wrists and observing the tongue and complexion. The three pulses felt on each wrist are believed to correspond to certain organs and functions. Following the diagnosis, the practitioner should explain to you the nature of your problem, recommend a treatment plan, and give you an anticipated prognosis (outcome).

Being informed and understanding what to expect will make you feel more comfortable about the experience.

Treatment Procedures Modern acupuncture needles are stainless steel, and are between one-half and three inches long, ultra-fine, and quite flexible. They are pre-sterilized, non-toxic, and disposable (single-use). When the needles are tapped into the skin, there may not be any sensation. Much depends on the location (hands and feet tend to be more sensitive),

the condition being treated, and the acupuncturist's technique. Needles are typically placed in several acu-points and are usually left in about 20 to 40 minutes. The goal is to normalize the circulation of Qi and blood by stimulating the energy point, which encourages the body's natural healing process. Stimulation can be done by rotating the needles manually or attaching electrodes to send a weak electric current through the needles (electroacupuncture).

The number of treatments needed depends upon the duration, severity, and nature of your health condition. Two or three treatments may be sufficient for an acute condition, while a series of five to 15 treatments may be needed to resolve chronic conditions. Some degenerative conditions may require ongoing treatments over a long period of time.

Other techniques may include moxibustion (burning herbs to heat acu-points), cupping (suction), auricular therapy (ear acupuncture), *tui na* (Asian massage), and acupressure.

Patients should evaluate their progress after each session. Some relief should be apparent in two or three sessions, or six to eight sessions for more pervasive conditions. If you see encouraging signs, stick with it. Ask your practitioner questions about your treatment and improvement. If your response to treatment is not satisfactory, the practitioner may consider further diagnostic exams, modify the treatment plan, or refer to an appropriate practitioner, if necessary.

Treatment Precautions Having an acupuncture treatment if you are very hungry or tired is not recommended.

If you see encouraging signs, stick with it. Ask your practitioner questions about your treatment and improvement.

Occasionally, some bruising may occur after treatment. If you have a bleeding disorder or are on blood thinning medications, you should inform your acupuncturist before undergoing treatment.

If you are pregnant or have a pacemaker, tell the acupuncturist so that the appropriate herbs and acu-points will be chosen.

Herbal Therapy In the course of your treatment Chinese herbal remedies may be prescribed. They may be dispensed as raw herbs or in pills, capsules, granules, or tinctures which make them easier to ingest. Most herbal formulas can treat a wide variety of symptoms while stimulating the body's natural healing process.

Acupuncturists are the only licensed health care professionals in California who are required to be trained and tested for competency in prescribing herbal medicine. Chinese herbal medicine has been practiced safely and effectively for centuries and has the greatest potential for beneficial results when prescribed by

a trained professional who recognizes both the benefits and risks.

In recent years, herbs have become very popular to self-treat many conditions. They are available in health food stores, supermarkets, and on the Internet. While herbs are promoted as safe, gentle, inexpensive, "natural" alternatives to pharmaceutical drugs, many health care professionals have concerns about safety, effectiveness, and potential misuse of herbal products, especially when self-prescribed. There are also questions of purity, strength, and standardization of herbs.

The California Acupuncture Board strongly recommends consulting an acupuncturist before beginning any herbal therapy. It is also very important to inform both your physician and acupuncturist of all the products you are currently taking (drugs, herbs, other supplements) so they can monitor effectiveness, ensure safety from adverse reactions, and watch for possible interactions. If you have an allergic reaction to any herbs, let your acupuncturist know.

Most herb formulas can treat a wide variety of symptoms while stimulating the body's natural healing process.

Conditions Treated

How effective the treatment is depends on the severity and nature of the condition being treated. Acupuncturists are trained to identify conditions that may require referral to a specialist, so it is important for you to provide detailed information about your condition so that important medical problems are not overlooked.

If you are under the simultaneous care of different health practitioners, it is important to keep all of them informed about your treatments to ensure there are no adverse interactions.

The following is a list of health conditions commonly treated by licensed acupuncturists.

- allergies/asthma
- anxiety/depression
- arthritis/joint problems
- back pain
- bladder/kidney problems
- constipation/diarrhea
- colds/influenza
- cough/bronchitis
- dizziness
- drug/alcohol/smoking addiction
- fatigue
- gastrointestinal disorders
- gynecological disorders
- headache/migraine
- heart problems/ palpitations
- high blood pressure
- immune system deficiency
- knee pain
- menopausal discomfort
- musculoskeletal injuries
- pre-menstrual syndrome
- paralysis/numbness
- rhinitis
- sciatica
- sexual dysfunction
- side effects of chemotherapy
- sinusitis
- skin problems
- stress/tension
- stroke rehabilitation
- tendonitis

It is important to keep all your providers informed about your treatments.

Who Can Benefit From Treatment?

Patients of acupuncture range from infants to senior citizens. They may be seeking an alternative to Western medicine or it may be their last hope for relief, having exhausted other methods of treatment for a chronic condition. Or, an acupuncturist may be their first choice of health care practitioner for a low-risk form of treatment with few side effects.

What About Insurance Coverage?

Some California insurance plans include acupuncture treatment in their policies. Ask your insurer about coverage or reimbursement. Some plans that do not routinely cover acupuncture may pay for treatments if they are recommended by a physician. Many acupuncturists are providers for traditional PPO and HMO plans. Acupuncturists are currently covered under California State Medi-Cal and Worker's Compensation (Note: Subsequent laws passed by the California Legislature may affect this coverage.)

California Acupuncture Board

The California Acupuncture Board (Board) licenses and regulates the profession according to the Acupuncture Licensure Act, which identifies acupuncture as a primary health care profession. The Board is an autonomous body within the Department of Consumer Affairs. The primary responsibility of the Board is to protect consumers from incompetent, unprofessional, and fraudulent practitioners.

The Board establishes standards for the approval of educational programs, oversees the administration of the licensing examination, issues new and renewal licenses, and handles enforcement issues when complaints are received. The Board strives to promote safe practice through the improvement of educational training standards.

For complete information on the responsibilities of the California Acupuncture Board, please visit the Board's Web site at www.acupuncture.ca.gov.

How Are Complaints Filed?

A complaint should be filed by anyone who believes that a licensed acupuncturist engaged in illegal or unethical activities related to their professional responsibilities. Anyone may file a complaint, and the Board reviews each complaint received.

> The most effective complaints are those that contain first-hand, verifiable information.

All complaints **MUST** be in writing and include the names, addresses, and phone numbers of both the complainant and the licensee. Please explain, in your own words, the nature and facts of your complaint. Include as much information as possible, including any documentary evidence available. You may file a complaint online or use the consumer complaint form found on the Board's Web site under the tab "Consumers."

The most effective complaints are those that contain first-hand, verifiable information. While anonymous complaints will be reviewed, they may be impossible to pursue without documented evidence of the allegations made.

Complaints should be sent to:

CALIFORNIA ACUPUNCTURE BOARD
444 North 3rd Street, Suite 260,
Sacramento, CA 95811

07-043 (6/08)

California Department of Consumer Affairs
ACUPUNCTURE BOARD
444 North 3rd Street, Suite 260
Sacramento, CA 95811

DEPARTMENT OF CONSUMER AFFAIRS
PHYSICAL THERAPY BOARD OF CALIFORNIA

General Office Practice Protocols/FAQs

How do I obtain the services of a physical therapist?

Physical therapists in California need a diagnosis from a licensed health care professional who is authorized by his/her license to diagnose (i.e. physicians, dentists, podiatrists, chiropractors, etc.). Physical therapists are not allowed to diagnose. Although a physical therapist may perform an evaluation without a diagnosis, one is required prior to the physical therapist providing any physical therapy treatment. A referral is not required by the State of California.

Once you have a diagnosis, the physical therapist will evaluate your condition, discuss the evaluation with you, and implement a personalized treatment plan and therapy goals.

If a third party payor (i.e. health insurance) will be billed for your physical therapy services, please follow the policy and procedures of that agency. For example, the third party payor may also require you to have a referral along with the diagnosis from a licensed professional who is authorized to diagnose in order for your services to be reimbursed. The Physical Therapy Board of California does not regulate insurance companies or billing. Therefore, it is your responsibility to understand how your services will be paid.

What if I was billed for physical therapy services that were not provided to me?

You should only be billed for services provided. If you feel there was double billing or you have concern that you were billed for services that were not provided, submit a complaint form to the PTBC and it will be reviewed. However, if you are being charged for services that are not covered by your insurance or for services that were beyond what is covered by your insurance, the PTBC does not have jurisdiction. It is ultimately the patient's responsibility to know what their insurance covers.

Who is ultimately responsible for my care, the physical therapist, physical therapist assistant, or physical therapist aide?

Physical therapists are responsible for the care provided by the physical therapist assistant and/or the physical therapy aide under their supervision. The supervising physical therapist delegates and should be monitoring and supervising the care provided to their patients by the physical therapist assistant and/or aide.

What can I do if I am receiving physical therapy in my home and the physical therapist is billing for services not provided?

You should only be billed for services provided. If you feel there was double billing or you do have concern that you were billed for services that were not provided, submit a complaint form to the PTBC and it will be reviewed. However, if you are being charged for services that are not covered by your insurance or for services that were beyond your insurance coverage, the PTBC does not have jurisdiction.

What if I am seen only by a physical therapist assistant or physical therapy aide is this common practice?

The physical therapist must initially evaluate each patient and formulate a treatment program goals and plan based on the evaluation prior to the physical therapist assistant or aide providing any treatment to the patient. The physical therapist must first evaluate your condition in order to delegate and to determine what elements of the treatment plan may be assigned to a physical therapist assistant or physical therapy aide.

When services are provided by a physical therapy aide, the supervising physical therapist shall at some point during the treatment day, provide direct service to the patient as treatment for the patient's condition, or to further evaluate and monitor the patient's progress, and shall correspondingly document the patient's record.

Are the individuals providing physical therapy care required to identify themselves as a physical therapist, physical therapist assistant, and/or physical therapy aide?

Physical therapists and physical therapist assistants must disclose, while working, his or her name and practitioner's license status, as granted by this state, on a name tag in at least an 18-point type. A physical therapist or physical therapist assistant in a practice or an office, whose license is prominently displayed in the office, may opt not to wear a name tag.

How can I verify if a person is licensed to practice physical therapy?

To verify a physical therapist or physical therapist assistant license, please click here.

Email the Consumer Protection Program cps@dca.ca.gov

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

DEPARTMENT OF CONSUMER AFFAIRS
PHYSICAL THERAPY BOARD OF CALIFORNIA

Consumer Information/FAQs

What is a physical therapist? A physical therapist assistant? A physical therapy aide?

A *physical therapist* is a licensed health care professional who evaluates a patient's physical status, establishes a plan of care and goals, then administers treatments to promote optimal health. Physical therapists seek to relieve pain, improve the body's movement and function, maintain cardiopulmonary function, and limit disabilities resulting from injury or disease.

A *physical therapist assistant* is licensed and provides physical therapy care under the supervision of a physical therapist.

A *physical therapy aide* is an unlicensed person who assists a physical therapist and is under the direct and immediate supervision of a physical therapist. The physical therapy aide can only provide direct care to the patient if the supervising physical therapist is within audible reach.

How do I verify a physical therapist's or physical therapist assistant's license?

Online verification is available on the PTBC's website.

What credentials does a California physical therapist have? A physical therapist assistant? A physical therapy aide?

A California licensed *physical therapist* has completed an accredited four-to-six-year college program. If educated in a foreign country, proof of an equivalent professional degree to that issued by a United States accredited physical education program that entitles them to practice as a physical therapist in the country where the diploma was issued is required. The educational requirements in physical therapy, including studies in biology, basic medical sciences, and clinical experience as required in a US accredited program. Studies focus on the evaluation and treatment of the heart, lungs, muscles, bones, and the nervous system. In addition, California physical therapists have passed the national physical therapy examination and an examination on the laws and regulations governing the practice of physical therapy in California.

A California *physical therapist assistant* has completed an accredited two-year college program or has met the equivalency requirements, which include studies in anatomy and physiology. Clinical experience is also required for both avenues. In addition, California physical therapist assistants have passed the national physical therapist assistant examination and an examination on the laws and regulations governing the practice of physical therapy in California.

A *physical therapy aide* is not licensed and is not required to meet any education requirements and has no formal training. Training is received on-site and under the supervision of a licensed physical therapist.

How do I obtain the services of a physical therapist?

Physical therapists in California are required to have a diagnosis from a licensed health care professional who is authorized by his/her license to diagnose (i.e. physicians, dentists, podiatrists, chiropractors, etc.). Although a physical therapist may perform an evaluation without a diagnosis, one is required prior to the physical therapist providing any physical therapy treatment. Under California law a referral is not required by the State of California.

Once you have a diagnosis, the physical therapist will evaluate your condition, discuss the evaluation with you, and implement a personalized treatment plan and therapy goals.

If a third party payor (i.e. health insurance) will be billed for your physical therapy services, you will need to follow the policy and procedures of that agency. For example, the third party payor may also require you to have a referral along with the diagnosis from a licensed professional who is authorized to diagnose in order for physical therapy services to be reimbursed. The Physical Therapy Board of California does not regulate insurance companies or billing. Therefore, it is your responsibility to understand how your services will be paid.

What services and treatments can I expect?

Physical therapists, as part of the evaluation, will among other things, take your health history, observe your posture and movement or any limitations you may have, and use their hands to palpate and evaluate problem areas. From this evaluation, the physical therapist then establishes a plan of care (treatment) with goals and an estimated time to expect these goals to be achieved. The physical therapist should solicit your participation in establishing the treatment plan and goals.

Treatment may include, but is not limited to, the following:

- therapeutic use of hands
- exercise programs
- application of therapeutic modalities such as ultrasound and electrical stimulation
- training in daily living activities

Physical therapist assistants under the supervision of a physical therapist also work to assist in reaching your treatment goals.

Most important, if you have questions regarding your physical therapy treatment plan and goals, direct your questions to the physical therapist.

Where do physical therapist practice?

Physical therapists practice in a wide variety of settings, including hospitals, rehabilitation clinics, private practices, home care, schools, and in industry.

Physical therapist assistants may assist in the provision of physical therapy treatment without the physical therapist being in the same facility, as long as the physical therapist assistant is supervised pursuant to Section 1398.44 of Title 16 California Code of Regulations. A physical therapist assistant is only permitted to provide physical therapy treatment as directed by the supervising physical therapist. A physical therapist assistant is not allowed to perform the initial evaluation, re-evaluations, change a treatment plan, supervise another physical therapist assistant and/or physical therapy aide or conduct a discharge and discharge summary.

Physical therapy aides may only provide physical therapy treatment in the same facility as the supervising physical therapist and is required to have direct and immediate supervision pursuant to Section 1399 of Title 16 California Code of Regulation. Treatment by a physical therapy aide must also include treatment by the supervising physical therapist on that same day.

How will I know the identity of the person providing my physical therapy care?

Physical therapists and *physical therapist assistants* shall disclose, while working, his/her name and practitioner's license status, as granted by this state, on a name tag in at least 18-point type. A physical therapist or physical therapist assistant in a practice or an office, whose license is prominently displayed in that office, may opt not to wear a name tag.

Each supervising licensed physical therapist shall require all *physical therapy aides*, *applicants*, *students* and *interns* performing patient related tasks under his or her supervision to display while working his or her name and working title on a name tag in at least 18-point type.

For more information on the license status of a physical therapist or physical therapist assistant, please click here to verify a license.

What questions should individuals with disabilities ask about accessing services?

- Is the location of where you are obtaining physical therapy services physically accessible (curb cuts, ramps, restrooms, etc.)?
- Is a Telecommunication Device for the Deaf (TDD) and disability parking available?
- Does the practitioner makes house calls?

What records does my physical therapist retain and for how long? Can anyone request a copy?

Your file contains a record that reflects your evaluation, treatment plan, and actual treatment notes. Patient records shall be maintained for a period of no less than seven years following the discharge of the patient, except that the records of unemancipated minors shall be maintained at least one year after the minor has reached the age of 18 years, and not in any case less than seven years.

Generally, patient records are confidential unless you authorize release of your records. Ask your health care professional about exceptions to this. If you want a copy of your records, provide your physical therapist with a

written request. The facility or physical therapist may charge a reasonable fee to offset the cost of providing copies.

How can I evaluate the quality of physical therapy services?

In evaluating the quality of the care given to you, you should be able to answer Yes to each statement below:

- A physical therapist performed my evaluation.
- The physical therapist explained my treatment plan and goals.
- The physical therapist addressed my concerns regarding my treatment plan and goals.
- The physical therapist wore an identification badge showing name and title or the license was posted in a place that was visible.
- My privacy was maintained.

What are my rights to request a copy of my medical record?

For information on your rights to request a copy of your own medical record, click on Medical Records.

Can a physical therapist or physical therapist assistant have a personal relationship with their patient? What if it was consensual?

Physical therapy **never** includes sex. It also never includes verbal sexual advances or any **other** kind of sexual contact or behavior. Sexual contact of any kind in the course of a physical therapy treatment is illegal and unethical. Harm may arise from the exploitation of the patient by the physical therapy provider to fulfill his/her own needs or desires, as well as from the physical therapy provider's loss of objectivity necessary for effective physical therapy. All physical therapy providers are trained and educated to know that this kind of behavior is inappropriate and can result in license revocation.

By the nature of their profession, physical therapy providers are trusted and respected, and it is normal for patients to feel attracted to someone who is attentive, kind and caring. However, a physical therapy provider who accepts or encourages these normal feelings in a sexual way, is using the trusted physical therapy relationship to take advantage of the patient.

What happens if I have concerns and/or problems communication with the physical therapist?

Some concerns or problems between a patient and a licensee are caused by a breakdown in communication. Some common misunderstandings are the scope of services available, the quality of professional services, and the timeliness of those services. Direct and open communication can be beneficial to both the patient and the professional in seeking an acceptable resolution.

If you cannot resolve a problem and you believe that the issue of concern is a violation of the Physical Therapy Practice Act, you may file a complaint with the PTBC by completing the Physical Therapy Board's Consumer Complaint Form. The PTBC investigates complaints based upon the specific information you provide.

Examples of other reasons for discipline?

Examples of other violations of law not mentioned in the Reasons for Discipline that should be brought to the PTBC's attention include: conviction of a criminal offense related to the profession; mental illness; practicing outside the scope of the provider's license or below accepted community standards; and breach of confidentiality and deceptive advertising.

Can the PTBC refer me to a physical therapist in my area?

No, the PTBC does not provide referrals.

Email the Consumer Protection Program cps@dca.ca.gov

This web site contains PDF documents that require the most current version of Adobe Reader to view. To download click on the icon below.

CONTACT INFORMATION

RESPIRATORY CARE PRACTITIONER LICENSE VERIFICATION
Respiratory Care Board of California
(916) 323-9983 Toll-free (866) 375-0386
www.rcb.ca.gov*

REGISTERED NURSE LICENSE VERIFICATION
Board of Registered Nursing
(916) 322-3350 Toll-free (800) 838-6828
www.rn.ca.gov*

HOME MEDICAL DEVICE RETAIL FACILITY LICENSE VERIFICATION
Department of Health Services
(916) 650-6518
www.dhs.ca.gov
E-mail: fdbinfo@dhs.ca.gov (24-hour response)

HOME HEALTH AGENCY LICENSE VERIFICATION
Department of Health Services
(916) 552-8700 Toll-free (800) 236-9747
www.dhs.ca.gov

ACCREDITATION VERIFICATION
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
(630) 792-5771
www.jcaho.org*

Community Health Accreditation Program (CHAP)
(800) 656-9656
www.chapinc.org*

Accreditation Commission for Health Care, Inc.
(919) 785-1214
www.achc.org*

*** Verification available through Website**

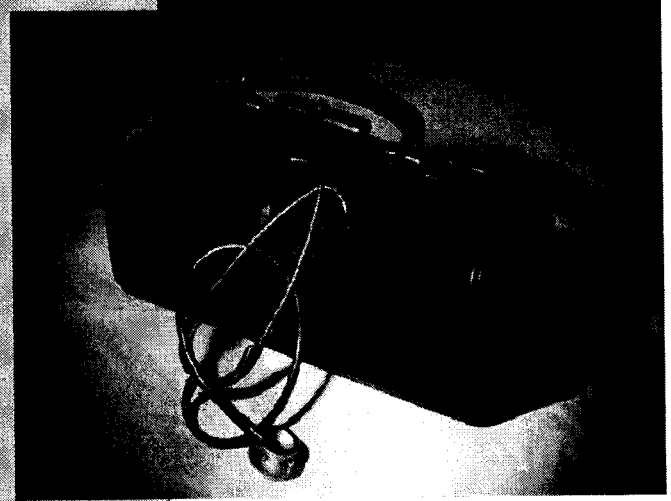
The Respiratory Care Board is mandated to protect the public from the unauthorized and unqualified practice of respiratory care and from unprofessional conduct by persons licensed to practice respiratory care. It is further mandated that "protection of the public shall be the highest priority for the Respiratory Care Board of California in exercising its licensing, regulatory, and disciplinary functions."

Photographs courtesy of the American Association for Respiratory Care (except cover)

A consumer safety guide for respiratory care provided in your home

Home Care

What you should know about your respiratory home care provider



May 2006

Respiratory Care Board of California
Department of Consumer Affairs

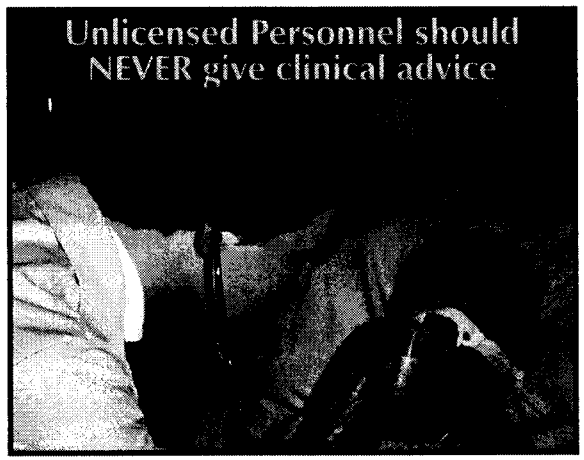
As advancements in health care delivery and efforts to control healthcare costs continue, more patients are being cared for at home. Many of these patients depend upon the use of respiratory equipment and supplies such as:

- oxygen delivery systems and supplies
- positive airway pressure (i.e., CPAP, BiPAP) devices and supplies
- intermittent positive pressure breathing (IPPB) devices and supplies
- ventilatory devices and supplies
- nasotracheal or tracheal suctioning devices and supplies
- apnea monitors, alarms, and supplies
- tracheostomy care devices & supplies, and
- respiratory diagnostic testing devices and supplies (i.e., pulse oximetry, CO_2 monitoring, and spirometry).

Patient care provided through the use of respiratory care devices is governed by the Respiratory Care Practice Act and requires licensure as a respiratory care practitioner, other qualified licensed personnel, or by a person exempted from the Act. Self-care by the patient or gratuitous care by a friend or member of the family is one of those exemptions.

Some consumers employ home health agencies (HHAs) to provide care and/or use durable medical equipment provided by home medical device retail facilities (HMDRFs). Both HHAs and HMDRFs are required by law to be licensed with the Department of Health Services.

While HHAs are regulated to provide patient care, HMDRFs are regulated to deliver, install, maintain, replace or instruct in the use of home medical devices, not provide patient care. Regulatory inspections of HMDRFs stop at the instruction in the use of equipment from a mechanical perspective. Inspections do not include the review of whether an HMDRF provides patient care or whether personnel are qualified to provide patient care, however, some HMDRFs employ licensed respiratory care practitioners to provide an extra measure of care, although this is not required for licensure as a HMDRF.



Approximately one in four HMDRFs also seek voluntary accreditation by one of three nationally recognized accreditation agencies. While accreditation is costly and rigorous, many HMDRFs seek accreditation to validate their business practices. Part of the accrediting process reviews whether patient care is provided and, if it is, that it is provided in accordance with recognized standards and state laws. In response to concerns with the HMDRF industry, Federal legislation recently enacted will require all HMDRFs to be accredited in the near future (i.e., 2007-2012).

Personnel entering homes in support of the home care patient include respiratory care practitioners, registered nurses, vocational nurses, and non-licensed personnel including equipment delivery personnel. There is a vast range of education and experience among these personnel, from people having some familiarity with patient care and/or medical equipment to those that have been educated, trained, and competency tested in patient care and sophisticated respiratory equipment.

Respiratory care practitioners, often referred to as respiratory therapists, are one of the three licensed health care professionals who most often work at patients' bedsides, with the other two being physicians and registered nurses. Respiratory therapists specialize in providing evaluation of and treatment to patients with breathing disorders or difficulties as a result of heart and lung disorders, and also provide diagnostic, educational, and rehabilitative services.

CONSUMER CHECKLIST

If you, or someone you know, suffer from a respiratory ailment and receive care in the home setting, be an informed consumer:

- √ **Know the professional status of any person providing patient care and verifying the license status with the appropriate licensing agency; and**
- √ **Check the license status of any HHA or HMDRF (if employed).**

While not required by state law, verification of whether an HHA or HMDRF holds voluntary accreditation can be helpful when making healthcare provider decisions.

Consumer
ALERT

Respiratory Care

UNLICENSED PRACTICE ALERT

If you or someone you know is receiving medical care at home, this message is for you.

Advancements in health care delivery and measures to control related costs have resulted in more patients being cared for at home. Many patients rely upon care and/or equipment received through home care companies.

WARNING: Many home care providers are employing unlicensed and/or unqualified personnel to perform respiratory care. Some providers are even calling these personnel "respiratory technicians." Not only is this illegal, it is jeopardizing the health and safety of patients.

In California, respiratory care may only be provided by ***licensed*** respiratory care practitioners (a.k.a. respiratory therapists), and few other licensed personnel, regardless of the setting.

Be an informed consumer. Verify if your respiratory care provider is licensed. For more information or to report unlicensed activity, please contact our Board. We are here to serve you.

Verify Licensure

Online at www.rcb.ca.gov or
by calling toll-free 1-866-375-0386

Consumer Affairs

Respiratory Care Board
Department of Consumer Affairs
State of California

Respiratory Care

What is respiratory care?

Respiratory care includes, but is not limited to: Employing life support mechanical ventilation for patients who can't breathe adequately on their own; administering medications in aerosol form; maintaining artificial airways (e.g., tracheostomy or intubation); studying disorders of people with disruptive sleep patterns; and conducting asthma education and smoking cessation programs.

Respiratory therapists are one of three licensed health care professionals who most often work at patients' bedsides with the other two being physicians and registered nurses.

Who are typical patients?

Typical respiratory care patients range in age from newborns to the elderly. Patients often suffer from asthma, chronic obstructive pulmonary disease (COPD), bronchitis, lung cancer, drowning accidents, heart attacks, birth defects, emphysema, strokes, cystic fibrosis, or sleep apnea.

In which settings is respiratory care provided?

Respiratory care is provided in hospitals (e.g., emergency rooms and intensive-care, critical-care, neonatal/pediatric and acute-care units), hyperbaric oxygen facilities, homes, skilled nursing facilities, and various laboratories (e.g., pulmonary, cardiopulmonary, blood gas, and sleep-testing), and during flight transports.

What is the Respiratory Care Board?

The Respiratory Care Board is the state regulatory agency responsible for licensing respiratory care practitioners and enforcing laws related to respiratory care. Specifically, the Board is mandated to "...protect the public from the unauthorized and unqualified practice of respiratory care and from unprofessional conduct by persons licensed to practice...." Protection of the public is its highest priority.

Interested in a respiratory care career?

Successful completion of an intense two-year college program and competency examination are minimum requirements for licensure. For more information on this exciting career, please request a free brochure.

Respiratory Care Board

444 North 3rd Street, Ste. 270, Sacramento, CA
Telephone: (916) 323-9983 Toll-Free: (866) 3
E-mail: rcbinfo@dca.ca.gov
Web: www.rcb.ca.gov