

# Additional Information Regarding the Board Complaint Process

## Maine Board of Licensure in Medicine

*"For the protection of the health, safety  
and welfare of the public"*

137 State House Station, Augusta ME 04333

Phone (207) 287-3601 Fax (207) 287-6590

TTY/TB: 1-800-437-1220

<http://www.maine.gov/md>

---

## Confidentiality

With limited exceptions, Maine law makes complaints and investigative records confidential (not accessible to the general public) during the pendency of an investigation. In addition, the law makes patient/client treatment records confidential.

## Complaint Review

In order to maintain the confidentiality of the complaint, investigative and medical/treatment records, the Board conducts its review of a complaint in executive session, which is not open to the general public. However, the law, with some exceptions, allows most complainants, licensees who are the subject of a complaint, and/or their attorneys to be present and observe the Board's review of a complaint in executive session.

Continued on back

---

## Complaint Review Continued

The Board meets once a month (the 2nd Tuesday), during which it reviews many complaints. As a result, it has established the following process in order to both manage the volume of complaints and ensure ability to attend and observe the complaint review:

Identify and remember the complaint (CR) number located at the bottom of the notice letter.

The agenda for each Board meeting will be posted on the Board's web site at least 6 days prior to the meeting. The complaints that will be reviewed by the Board will appear on each agenda under their respective complaint (CR) numbers. To learn which complaints will be discussed, go to: [http://www.docboard.org/me/administrative/dw\\_meetings.htm](http://www.docboard.org/me/administrative/dw_meetings.htm). If you do not have internet access, you may contact the Board at (207) 287-3601.

If you intend to attend, prior notification to the Board staff is strongly suggested. Please be sure to appear at the Board's office and sign in using the CR number no later than 9:00 a.m. on the day of the meeting. If you are late, the Board may already have gone into executive session and may have already reviewed the complaint.

Please remember that the law may allow you to be present and listen to the Board's discussion, but does not permit you to participate. Anyone attempting to intervene or otherwise disrupt the Board's review and/or discussion will be asked to leave.

---