



## Nevada State Board of Dental Examiners

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### INSTRUCTIONAL SHEET - PATIENT COMPLAINT PROCESS

NRS 631.360(1) requires all patient complaints be in writing, setting forth facts, which if proven, would constitute grounds for initiating disciplinary action. Attached is the Board's complaint form. Please make sure to include the full name of the licensed dentist or dental hygienist who provided the treatment, a detailed summary of the issues or actions underlying your complaint, and the name of any subsequent treating dentist or dental hygienist.

Please note the following:

- **A complaint to the Board is not a civil action.** Filing of a complaint with the Nevada State Board of Dental Examiners (the "Board") does not toll (delay) the expiration of the statute of limitations (the time that you have to file a civil action). Please consult an attorney to determine what, if any, civil remedies you may have. The Board's attorney cannot serve as your attorney and cannot give you legal advice regarding your civil remedies, if any. The Board is not a substitute for any civil action you may feel you have and will not determine or award civil damages (i.e., pain and suffering, economic damages from missed work, additional medical expenses, etc.)
- The Board's responsibility as the result of a patient complaint is to determine whether discipline, including potential action against a dental practitioner's license, is warranted. While discipline imposed by the Board, if any, may include patient reimbursement of amounts paid to the licensee for the treatment that is the subject of the patient's complaint, **the Board does not arbitrate, settle or decide fee disputes and does not award "pain and suffering" damages.** Allegations alleging potential fraud or dental fraud are not included in the definition of "fee disputes."
- Once you submit the complaint form, verification of complaint form and the authorization for use of dental and personal information form, you may be asked to provide information, submit to an examination by a dentist investigating the complaint, and, if necessary, testify at a hearing concerning the allegations you have brought to the Board's attention. However, the complainant (patient or other party bringing an issue to the Board's attention) is **not** a party to the investigation that may result from the complaint.
- Though you may receive information from the Board during the course of an investigation, any information you receive is confidential pursuant to the terms of the verification you must sign to initiate an investigation into your complaint.
- The following is a brief overview of the complaint process:
  - 1). Once the complaint is verified and you have provided a records release to allow the Board to obtain pertinent medical/dental records, an investigation will be initiated.
  - 2). Upon verification of the complaint, the licensee will receive notice of the verified complaint and has fifteen (15) days to provide a factual response and any requested documents. **It is within the Board's discretion to grant extensions of time to respond to the verified complaint.**
  - 3). Upon receipt of the factual response, the matter will be assigned to an investigator (also referred to by the Board as a "Disciplinary Screening Officer" or "DSO") to investigate the complaint.
  - 4). You will be advised of the contact information for the DSO assigned; all inquiries about your pending case should be made directly to the DSO. Board staff will not be able to provide you status updates.
  - 5). Following the DSO's preliminary investigation, the matter will be reviewed by a Review Panel.
  - 6). When the investigation is concluded, you will be notified in writing, by US Mail, of the outcome of the investigation.