

## What is the Texas Medical Board?

The Texas Medical Board consists of 19 members: nine MDs, three DOs and seven public members. The Texas Physician Assistant Board is made up of nine members: three physicians, three physician assistants and three public members. The Texas State Board of Acupuncture Examiners also has nine members: four acupuncturists, two physicians and three public members.

The Medical Board meets six times a year; the Physician Assistant and Acupuncture boards meet four times a year.

While the boards set policy and make final decisions about licensure and disciplinary matters brought before them, they are supported by an agency with approximately 142 full-time employees. Management staff includes an executive director, usually an MD/JD; a general counsel; a chief of staff; directors of enforcement and customer affairs (which handles licensure); and managers of finance, human resources, public information and information technology. Support staff includes licensure investigators, call center representatives, nurse/investigators, compliance officers, attorneys, and administrative and legal assistants.

About two thirds of agency staff is based in Austin. The rest, field investigators and compliance officers, are based around the state.

## TEXAS MEDICAL BOARD

Protecting the public through  
professional accountability



## TEXAS MEDICAL BOARD

# Consumer Information

[www.tmb.state.tx.us](http://www.tmb.state.tx.us)

**(800) 248-4062**

**Customer Information Center  
(Texas only)**

**(800) 201-9353**

**Complaint Information Line  
(Texas only)**

**(512) 305-7030**

**Customer Information Center  
(anywhere)**

## Licensee Information

When you contact the Board by calling the Customer Information Center (800-248-4062 or 512-305-7030) or by going to Profiles on our web site ([http://reg.tsbme.state.tx.us/OnLineVerif/Phys\\_NoticeVerif.asp?](http://reg.tsbme.state.tx.us/OnLineVerif/Phys_NoticeVerif.asp?)), you can learn everything that is public about your physician, physician assistant, acupuncturist or surgical assistant (not all the following information is included for all types of licensee):

- Full name
- License number
- Gender
- Year of birth
- Mailing, practice addresses
- Licensure status
- Disciplinary status
- Education
- Patient services
- Hospital privileges
- Honors and awards
- Criminal history
- Malpractice history

If there is disciplinary action, click on the “View Orders” button, and you can download or open the disciplinary documents. You may also have documents mailed to you by making an open records request to [openrecords@tmb.state.tx.us](mailto:openrecords@tmb.state.tx.us). Be sure to include a mailing address and phone number so we can contact you if necessary.

## Complaints & Investigations

Anyone may register a complaint against a practitioner licensed by the Board. The most frequent complaints involve non-therapeutic prescribing, professional incompetence, unprofessional conduct, and inability to practice medicine because of impairment.

Allegations of all jurisdictional complaints are investigated by board investigators. If there is evidence to suggest that there has been a violation of the Texas Occupations Code (Medical Practice Act), the licensee is notified of the possible violation and is asked to attend an informal settlement conference with representatives of the board. The complainant is also invited to this conference. If the board panel finds a violation and the licensee agrees to the terms, an agreed order is entered by the board. If the panel finds a violation and the licensee does not agree to an order, the case is filed with the State Office of Administrative Hearings to be heard by an administrative law judge.

The Board is also statutorily charged to receive reports of claims and lawsuits against physicians that are based on allegations of professional liability. These reports provide a detection system that may identify recurring patterns of unacceptable health care.

Complaints may be filed at <http://www.tmb.state.tx.us/consumers/complain/placecomp.php>

## Disciplinary Actions

By law, with certain exceptions the Agency must complete the complaint and investigation process within 180 days, and the litigation process within another 180 days, so most complaints that are opened as investigations and go to litigation are resolved within a year (with the exception of cases that go to the State Office of Administrative Hearings).

Disciplinary actions may include the following:

- ◆ an administrative fine for a minimal statutory violation, such as failing to provide properly requested medical records within 15 business days, or failing to get required continuing medical education;
- ◆ standard of care actions might require the respondent to have additional training, or monitoring by another physician;
- ◆ sexual misconduct violations may require boundaries courses or restrictions from treating the opposite sex;
- ◆ cases involving substance problems usually require a rigorous drug-testing program.

Disciplinary orders can be as short as a one-time public reprimand or as long as 10 or 15 years of probation. Licenses may also be revoked or suspended if the Board determines the licensee’s continuing in practice is a threat to the public. Out of the approximately 6,000 complaints TMB receives each year, the agency investigates about 2,000, and issues around 300 disciplinary orders each year.