

## Regulated Professions

OHLA oversees eight boards and councils and one licensing program



Board of Athletic Trainers



Body Piercing  
Licensing Program



Board of Cosmetology



Board of Denture Technology



Advisory Council for  
Electrologists, Permanent  
Color Technicians and  
Tattoo Artists



Environmental Health  
Registration Board



Advisory Council  
on Hearing Aids



Board of Direct Entry  
Midwifery



Respiratory Therapist  
Licensing Board

## Consumer's Bill of Rights

All consumers receiving services offered by professionals licensed, certified or registered by the Oregon Health Licensing Agency (OHLA) have a legal right to:

- ★ Receive competent professional services
- ★ Verify the names, titles and credentials of professionals providing services
- ★ Receive clear explanations of the services offered and cost for the services
- ★ Refuse any services offered
- ★ Receive information on complaints that have resulted in final action
- ★ File a complaint with OHLA regarding a practitioner, facility, or an unlicensed/uncertified person practicing
- ★ Request reasonable accommodations to access professional services as outlined in the Americans with Disabilities Act
- ★ Be treated with courtesy and respect
- ★ Have service options and consequences explained



OREGON HEALTH  
LICENSING AGENCY

Susan K. Wilson, Director

[www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)

# OREGON HEALTH LICENSING AGENCY

Consumer protection  
for health and related professions



Agency  
Overview  
& Services

# OHLA

## Central Agency

The **Oregon Health Licensing Agency (OHLA)** is a state consumer protection agency. We provide centralized regulatory oversight for multiple health and related professions.

OHLA's volunteer citizen boards and councils provide profession-specific expertise and consultation. However, they are not responsible for OHLA central agency operations.

The OHLA central agency holds overarching statutory authority to carry out a full range of regulatory activities, including:



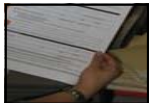
### Issuing Licenses

*For 15 professions in 30 applicant categories*



### Conducting Examinations

*And monitoring continuing professional competency*



### Responding to Complaints

*To resolve consumer concerns over services provided*



### Inspecting Facilities

*To protect consumers from public safety violations*



### Rulemaking & Legislation

*To keep pace with changes in multiple professions*

**Mission:** To protect the health and safety of Oregon citizens by setting, communicating and enforcing uniform regulatory standards.

**Structure:** OHLA's director provides overall leadership and vision for the agency budget, legislative agenda and policy formulation.

- **Administrative Services** provides executive and board/council support, information technology, and communications and outreach.
- **Fiscal Services** oversees all revenue received and expenses allocated as mandated by state law.
- **Regulatory Operations** provides entry to and enforcement of all OHLA-regulated professions.

**Funding:** OHLA is funded entirely by licensing and civil penalty fees, not state general funds.

## OHLA Agency Goals

- Actively **promote consumer protection** through education, enforcement and partnerships
- Promote a **positive business environment** by reducing barriers to professional practice
- Provide **excellent customer service** to all agency clients and stakeholders

## How to Reach Us

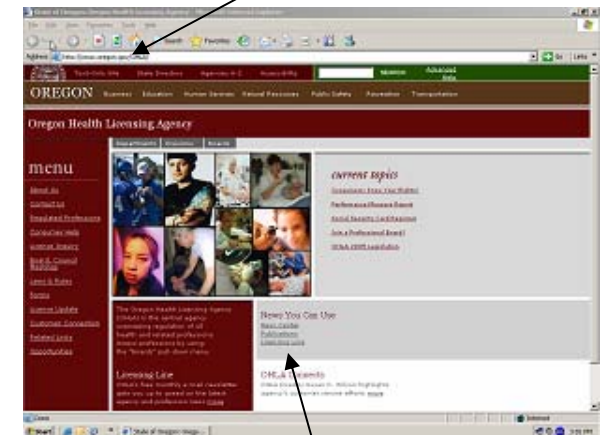
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## How to Stay Informed

Visit our Web site for proposed administrative rule changes, legislative developments, and other news affecting OHLA-regulated professions.

[www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)



## Catch the Licensing Line

To receive the latest news from OHLA and OHLA-regulated professions, subscribe to our free monthly e-mail newsletter, *Licensing Line*.

Just click on the *Licensing Line* link under "News You Can Use."