

Complaint Process for the Health Care Interpreter Program

Welcome to the Health Care Interpreter (HCI) Program's complaint process, designed to uphold high standards of professionalism and conduct among credentialed HCIs. If you have concerns about the behavior or actions of an HCI, here's a guide to help you navigate the process:

HCI Program Oversight and Responsibility

The Health Care Interpreter Program, operating under Oregon laws (ORS) [Chapter 413](#) and Oregon Administrative Rules (OAR) [Chapter 950-050](#), governs HCI credentialing and conduct in the state. This program ensures compliance with professional and ethical standards, investigating complaints related to credentialed HCIs. *For concerns not directly related to a credentialed HCI, refer to the table at the bottom of this page for information on other oversight entities and how to submit a complaint.*

Filing a Complaint or Concern about an HCI

To submit a written complaint regarding unethical behavior or violations of program requirements by an HCI, follow these steps:

1. Click [HERE](#) to download the complaint form.
2. Complete the form following the provided directions.
3. Submit the completed form to:

OHA Equity and Inclusion Division

Diversity, Inclusion and Civil Rights Manager

421 S.W. Oak St., Suite 750

Portland, OR 97204

Fax: 971-673-1128 or Email: HCI.Complaints@oha.oregon.gov

Guidelines for Filing:

- Provide detailed descriptions of alleged violations.
- Include supporting evidence or records.
- Retain copies of all submitted correspondence for your records.

Investigation and Resolution

Once a complaint is filed, the Civil Rights Unit at OHA conducts a thorough investigation, aiming for a fair, comprehensive, and timely resolution. While some complaints may take several months to resolve due to complexity and resource availability, the program is committed to ensuring a just outcome.

Complaints or Concerns about Individuals or Agencies who are not HCIs

In 2021, the Oregon Legislature, through [HB 2359](#), assigned some responsibility for enforcing Oregon's health care interpreting requirements to licensing and certification boards (oversight entities). For health care interpreting complaints about health care providers and agencies they oversee, refer to the table below for relevant oversight entities, the types of providers each oversees, and where to file a complaint.

Oversight Entity	Individuals or Agencies	Where to File a Complaint
State Board of Chiropractic Examiners	Chiropractors	Chiropractor Complaints
Oregon Medicaid Program	Coordinated Care Organizations (CCOs) and Oregon Health Plan (OHP)/Medicaid Providers	Medicaid/CCO/OHP Complaints
Oregon Board of Licensed Professional Counselors and Therapists	Counselors; Therapists	LPC Complaints

Oregon Mortuary and Cemetery Board	Death Care Professionals; Mortuaries; Cemeteries	Death Care Professional Complaints
Oregon Board of Dentistry	Dentists; Dental Hygienists; Dental Assistants	Dentist Complaints
Board of Licensed Dietitians	Dietitians	Dietitian Complaints
Health Facility Licensing and Certification Program	Health care facilities and providers including Ambulatory Surgery Centers; Birthing Centers; Clinical Laboratories; Community Mental Health Centers; Home Health Agencies; Emergency Medical Services (EMS) providers; Hospitals; FQHCs; Hospice Programs; Rural Health Clinics	Health Facility Complaints
State Board of Massage Therapists	Massage Therapists	Massage Therapist Complaints
Board of Medical Imaging	Medical Imaging Technologists; Radiation Therapists	Medical Imaging Provider Complaints
State Board of Direct Entry Midwifery	Direct Entry Midwives	Direct Entry Midwife Complaints
Oregon Board of Naturopathic Medicine	Naturopathic Doctors	Naturopath Complaints
Oregon Board of Nursing	Nurses; Certified Nursing Assistants	Nurse Complaints
Occupational Therapy Licensing Board	Occupational Therapists;	Occupational Therapist Complaints

	Occupational Therapist Assistants	
Oregon Board of Optometry	Optometrists	Optometrist Complaints
Oregon Board of Pharmacy	Pharmacists; Pharmacies	Pharmacy Complaints
Oregon Board of Physical Therapy	Physical Therapists; Physical Therapist Assistants	Physical Therapist Complaints
Oregon Medical Board	Physicians; Physician Assistants; Podiatrists; Acupuncturists	Physician Complaints
Oregon Board of Psychology	Psychologists	Psychologist Complaints
Respiratory Therapist and Polysomnographic Technologist Licensing Board	Respiratory Therapists; Polysomnographic Technologists	Respiratory Therapist Complaints
State Board of Licensed Social Workers	Social Workers	Social Worker Complaints
State Board of Examiners for Speech-Language Pathology and Audiology	Speech Language Pathologists; Audiologists	Speech Language & Audiology Provider Complaints

Feel free to reach out to HCI.Complaints@oha.oregon.gov if you have any questions or need further assistance in navigating the complaint process. Your commitment to maintaining the highest standards contributes to the success of the HCI Program.