

CONSUMER GUIDE TO HEALTHCARE PROVIDERS

Department of Commerce & Consumer Affairs



CCA.HAWAII.GOV

TABLE OF CONTENTS



1 GETTING STARTED

3-7 LICENSED HEALTHCARE PROFESSIONALS

**8-9 QUICK GUIDE TO HEALTHCARE LICENSING ENTITIES
(LIST OF BOARDS AND CONTACT INFORMATION)**

10-12 SELECTING A HEALTHCARE PROVIDER

13-14 HOW TO HANDLE PROBLEMS

GETTING STARTED

The State of Hawaii Department of Commerce and Consumer Affairs (DCCA) provides a wide variety of services to both consumers and businesses.

This booklet focuses on issues relating to healthcare providers in Hawaii and contains some general descriptions of the types of healthcare provider licenses issued by the DCCA; contact information for the healthcare provider boards and programs; some general tips on how to select your health care provider; and finally, some information about what to do if you have problems, concerns or complaints. Licensed professionals must meet minimum standards for education, training and experience, and in some cases, pass appropriate professional examinations in order to qualify for licensure. More than 56,000 healthcare professionals are licensed in Hawaii by the various boards, commissions and programs at DCCA.

Today's healthcare consumer has a wide array of choices when determining a course of treatment. We hope that this booklet will assist you in understanding who Hawaii's healthcare professionals are and what they do.

YOU MAY CHECK LICENSES ONLINE AT WWW.BUSINESSCHECK.HAWAII.GOV.



LICENSED HEALTHCARE PROFESSIONALS

The following are brief descriptions of healthcare professions licensed by the DCCA. For complete information, review the laws and rules for each profession.



A

ACUPUNCTURIST (ACU) The practice of acupuncture involves the stimulation of acupuncture points for the purpose of controlling and regulating the flow and balance of energy in the body. The practice includes the techniques of piercing the skin by inserting needles, point stimulation using acupressure, cupping, and other traditional therapeutic means.

BOARD OF ACUPUNCTURE: P (808) 586-2692 E acupuncture@dcca.hawaii.gov

ADVANCED PRACTICE REGISTERED NURSE (APRN) An APRN is a registered nurse with specialized education and training. With additional training and certification, an APRN can perform advanced assessments, diagnose, prescribe certain medications, and select and administer certain therapeutic measures.

STATE BOARD OF NURSING: P (808) 586-2695 E nursing@dcca.hawaii.gov

AUDIOLOGIST (AUD) Audiologists have specialized knowledge in hearing disorders. Through evaluation, testing, counseling, and instruction, they modify hearing function. Audiologists who desire to practice as a hearing aid dealer and fitter are required to also be licensed as a hearing aid dealer and fitter in Hawaii.

STATE BOARD OF SPEECH PATHOLOGY AND AUDIOLOGY: P (808) 586-2693 E speech@dcca.hawaii.gov

B

BEHAVIOR ANALYST (BA) A behavior analyst engages in the practice of behavior analysis, which is the design, implementation, and evaluation of instructional and environmental modifications to produce socially significant improvements in human behavior.

BEHAVIOR ANALYST PROGRAM: P (808) 586-2708 E ba@dcca.hawaii.gov

C

CHIROPRACTOR (DC) Chiropractors diagnose and treat musculoskeletal conditions related to the human spinal column. Chiropractors use a variety of non-surgical treatments, such as spinal manipulation and mobilization, therapeutic ultrasound, electromechanical stimulation, and therapeutic and rehabilitative exercise.

STATE BOARD OF CHIROPRACTIC EXAMINERS: P (808) 586-2697 E chiropractor@dcca.hawaii.gov

D

DENTIST (DT) Dentists diagnose and treat diseases, injuries and malformations of the teeth, jaw and mouth. Dentists can practice general dentistry or be specialists.

BOARD OF DENTAL EXAMINERS: P (808) 586-2702 E dental@dcca.hawaii.gov

DENTAL HYGIENIST (DH) Dental hygienists clean teeth and provide preventive dental care, as well as teach patients how to practice good oral hygiene.

BOARD OF DENTAL EXAMINERS: P (808) 586-2702 E dental@dcca.hawaii.gov

E

EMERGENCY MEDICAL TECHNICIAN (EMT) EMTs (or ambulance technicians) provide emergency medical services, respond to emergency calls, perform certain medical procedures and transport patients to hospitals in accordance with protocols and guidelines established by licensed doctors, osteopaths and medical directors. In Hawaii, they work for an ambulance service. They are trained to assess a patient's condition and perform emergency medical procedures, as needed, to maintain a patient's airway with adequate breathing and cardiovascular circulation until the patient can be transferred to an appropriate destination for advanced medical care. Interventions include cardiopulmonary resuscitation, defibrillation, controlling severe external bleeding, preventing shock, body immobilization to prevent spinal damage, and splinting of bone fractures.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

EMT-PARAMEDIC (EMTP) EMT-Paramedics provide advanced emergency medical care for critical and emergent patients. EMT-Paramedics function as part of a comprehensive emergency medical service response, performing interventions with basic and advanced equipment typically found on an ambulance. Working under medical oversight, EMT-Paramedics are the link from the scene into the health care system. Because of the amount of complex decision-making, one of the eligibility requirements for licensure requires successful completion of a nationally-accredited paramedic program at the certificate or associates degree level.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

H

HEARING AID DEALER AND FITTER (HA) Hearing aid dealers and fitters measure human hearing by using an audiometer solely for the purpose of selecting or adapting a hearing device for the individual user. Hearing aid dealers and fitters manufacture ear mold impressions to ensure proper fitting of the hearing device for the individual. Hearing aid dealers and fitters may also administer audiograms to measure hearing loss. A hearing aid dealer and fitter may sell, lease or rent a hearing aid to an individual.

HEARING AID DEALER AND FITTER PROGRAM: P (808) 586-2698 E hearingaid@dcca.hawaii.gov

L

LICENSED BACHELOR SOCIAL WORKER (LBSW) The practice of social work consists of the professional application of social work values, principles, and techniques to one or more of the following ends: helping people obtain tangible services with individuals, families, and groups; and helping communities or groups provide or improve social and health services. The practice of social work requires knowledge of human development and behavior; of social and economic, and cultural institutions; and of the interaction of all these factors. LBSWs work under supervision in agency settings.

SOCIAL WORKERS PROGRAM: P (808) 586-2704 E social_worker@dcca.hawaii.gov

LICENSED CLINICAL SOCIAL WORKER (LCSW) LCSWs are employed in health facilities, private practices, and agency settings. Their practice consists of the professional application of social work values, principles, and techniques to one or more of the following ends: helping people obtain tangible services; clinical diagnosis and psychotherapy with individuals, families, and groups; helping communities or groups provide or improve social and health services. The practice of social work requires knowledge of human development and behavior; of social and economic, and cultural institutions; and of the interaction of all these factors.

SOCIAL WORKERS PROGRAM: P (808) 586-2704 E social_worker@dcca.hawaii.gov

LICENSED SOCIAL WORKER (LSW) LSWs are employed in various settings, including but not limited to health facilities and agency settings. Their practice consists of the professional application of social work values, principles, and techniques to one or more of the following ends: helping people obtain tangible services with individuals, families, and groups; helping communities or groups provide or improve social and health services. The practice of social work requires knowledge of human development and behavior; of social, economic, and cultural institutions; and the interaction of all these factors.

SOCIAL WORKERS PROGRAM: P (808) 586-2704 E social_worker@dcca.hawaii.gov

LICENSED PRACTICAL NURSE (LPN) LPNs provide basic nursing care and function as part of the health care team. LPNs work under the supervision of a health care practitioner.

STATE BOARD OF NURSING: P (808) 586-2695 E nursing@dcca.hawaii.gov

M

MARRIAGE AND FAMILY THERAPIST (MFT) MFTs are relationship specialists who treat persons involved in interpersonal relationships. They are also trained to assess, diagnose and treat individuals, couples, families and groups to achieve more adequate, satisfying and productive marriages, families and social adjustment.

MARRIAGE AND FAMILY THERAPIST PROGRAM: P (808) 586-2697 E mft@dcca.hawaii.gov

MASSAGE THERAPIST (MAT) Massage therapists use various methods to manipulate the superficial soft parts of the body, including rubbing, stroking, tapotement, pressing, shaking, or kneading. Massage therapists use their hands, feet, elbows, or arms and may use mechanical or electrical devices approved by the U.S. Food and Drug Administration. They also may use supplementary aids, including rubbing alcohol, liniments, antiseptics, oils, powders, creams, lotions, ointments, or other similar preparations. A Massage Establishment is the physical premise where the practice of massage therapy is conducted. Both massage therapists and massage establishments must be licensed.

STATE BOARD OF MASSAGE THERAPY: P (808) 586-2694 E message@dcca.hawaii.gov

MEDICAL DOCTOR (MD) MDs (or "doctors of medicine") practice the profession of medicine, which is concerned with promoting, maintaining or restoring human health through the study, diagnosis and treatment of disease, injury and other physical and mental impairments. MDs may focus their practice and specialize in certain disease categories, types of patients or methods of treatment. Alternatively, they may become general practitioners, caring for individuals, families and communities.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

MENTAL HEALTH COUNSELOR (MHC) MHCs are professionals who assist individuals, couples, families and groups with their personal problems, promote optimum mental health through various programs and services. MHCs help people deal with suicidal impulses, self-esteem issues, addictions and substance abuse, stress management, job and career concerns, marital problems, educational decisions, and issues associated with aging.

MENTAL HEALTH COUNSELOR PROGRAM: P (808) 586-2697 E counselor@dcca.hawaii.gov

N

NATUROPATHIC PHYSICIAN (ND) NDs diagnose, treat and prevent disorders of the body by encouraging the natural processes of the human body to heal itself. Naturopathic therapies include the use of nutrition, stress management, vitamins, minerals, dietary supplements, botanical medicines, homeopathic medicines, hormones and some prescription drugs. Some naturopathic physicians are authorized to administer drugs by injection and/or perform minor office procedures.

BOARD OF NATUROPATHIC MEDICINE: P (808) 586-2708 E naturopathy@dcca.hawaii.gov

NURSING HOME ADMINISTRATOR (NHA) Nursing Home Administrators are responsible for planning, organizing, directing, and controlling the operation of nursing homes.

NURSING HOME ADMINISTRATOR PROGRAM: P (808) 586-2695 E nursing_home@dcca.hawaii.gov

O

OCCUPATIONAL THERAPIST (OT) OTs perform rehabilitative activities to improve their patients skills and assist those with conditions that are disabling, mentally, physically, emotionally, or developmentally challenged, to help them perform their daily living tasks to a satisfied state.

OCCUPATIONAL THERAPY PROGRAM: P (808) 586-2693 E occ_therapist@dcca.hawaii.gov

OCCUPATIONAL THERAPY ASSISTANT (OTA) OTAs practice occupational therapy under the supervision of and in partnership with a licensed OT. Effective January 1, 2017, OTAs will need to possess a valid license.

OCCUPATIONAL THERAPY PROGRAM: P (808) 586-2693 E occ_therapist@dcca.hawaii.gov

OPTICIAN (DIO) Dispensing opticians prepare, dispense and fit eyeglasses and contact lenses in accordance with prescriptions written by physicians or optometrists.

DISPENSING OPTICIAN PROGRAM: P (808) 586-2694 E optician@dcca.hawaii.gov

OPTOMETRIST (OD) ODs are the primary health care professionals for the eye. ODs examine, diagnose, treat, and manage diseases, injuries, and disorders of the visual system, and associated structures, as well as identify related systemic conditions affecting the eye. When appropriate, ODs prescribe topical and oral medications, low vision rehabilitation, vision therapy, spectacle lenses, and contact lenses. ODs also counsel patients about surgical and nonsurgical options that a patient may have.

BOARD OF EXAMINERS IN OPTOMETRY: P (808) 586-2693 E optometry@dcca.hawaii.gov

OSTEOPATHIC PHYSICIANS (DO) DOs have the same rights, privileges and responsibilities as medical doctors. Like MDs, DOs are licensed to practice the full scope of medicine, which is concerned with promoting, maintaining or restoring human health through the study, diagnosis and treatment of disease, injury and other physical and mental impairments.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

P

PHARMACIST (PH) Pharmacists dispense prescription drugs to individuals and may also provide advice about therapeutic values, content, hazards, and the use of drugs and devices. A pharmacy is a store, shop, or place where prescription drugs are dispensed or sold at retail, or where practitioner's prescriptions or drug preparations are compounded. Both individual pharmacists and the pharmacies they work in must be licensed.

A pharmacy intern, working under the immediate supervision of a registered pharmacist, may perform work, delegated by the supervising pharmacist, commensurate with the pharmacy intern's education and experience. A miscellaneous permit holder is a person or entity engaging in various activities relating to the practice of pharmacy and/or prescription drugs or medical oxygen, however, these permits are mainly issued to qualified pharmacies located in another State to allow them to dispense prescription drugs and devices in Hawaii.

BOARD OF PHARMACY: P (808) 586-2695 E pharmacy@dcca.hawaii.gov

PHYSICAL THERAPIST (PT) Physical therapists are licensed professionals who work with people that have sustained disabilities, impairments, or limitations in their overall physical function. These deviations can be the result of disease, injury, or pathological processes. Physical therapists examine, evaluate, diagnose, develop treatment plans, and provide prognosis for each patient on an individual basis. Through the modalities of exercise, mobilization, manipulation, heat, cold, and electrical stimulation, physical therapists work to restore function, improve mobility, and decrease pain with the goal of re-establishing a patient's prior functional level.

BOARD OF PHYSICAL THERAPY: P (808) 586-2701 E phys_therapy@dcca.hawaii.gov

PHYSICIAN ASSISTANT (PA) PAs are healthcare professionals trained and licensed to practice medicine under the supervision of an MD or DO. Physician Assistants are concerned with preventing, maintaining, and treating human illness and injury by providing a broad range of health care services that are traditionally performed by an MD or DO. Physician assistants conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive health care, assist in surgery, and write prescriptions.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

PODIATRIST (PO) Podiatrists (or "doctors of podiatric medicine") are specialists, who qualified by their education and training, diagnose and treat conditions affecting the foot, ankle, and lower leg. Within the field of podiatry, practitioners can focus on many different specialty areas, including surgery, sports medicine, biomechanics, geriatrics, pediatrics, orthopedics, or primary care.

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

PRESCRIPTION WHOLESALE DISTRIBUTOR (PWD) A prescription wholesale distributor is a person or entity located in this State engaged in the wholesale distribution of prescription drugs to pharmacies, physician offices and other wholesale distributors, but not to patients.

BOARD OF PHARMACY: P (808) 586-2695 E pharmacy@dcca.hawaii.gov

PSYCHIATRIST Psychiatrists are doctors of medicine (MDs) that have specific training in the diagnosis, treatment and prevention of mental illnesses. Psychiatrists are physicians and can prescribe medication. (See "Medical Doctors")

HAWAII MEDICAL BOARD: P (808) 586-2699 E medical@dcca.hawaii.gov

PSYCHOLOGIST (PSY) Psychologists provide mental health care in various settings. Psychological services may be provided to individuals, families, groups, organizations, institutions, and the public. A psychologist has a doctoral degree in psychology, clinical psychology, or educational psychology, but is not a physician.

BOARD OF PSYCHOLOGY: P (808) 586-2704 E psychology@dcca.hawaii.gov

R

REGISTERED NURSE (RN) RNs provide nursing care, working in collaboration with other members of the health care team or using reasonable judgment in carrying out prescribed medical orders.

STATE BOARD OF NURSING: P (808) 586-2695 E nursing@dcca.hawaii.gov

RESPIRATORY THERAPIST (RT) RTs are professionals who practice respiratory care by providing assessment, therapy, management, rehabilitation, support services for diagnostic evaluation, education, and care for patients with deficiencies and abnormalities that affect the pulmonary system.

RESPIRATORY THERAPIST PROGRAM: P (808) 586-2704 E rt@dcca.hawaii.gov

S

SPEECH PATHOLOGIST (SP) Speech pathologists have specialized knowledge in speech and language disorders. Through evaluation, testing, counseling, and instruction they modify speech and language disorders.

BOARD OF SPEECH PATHOLOGY AND AUDIOLOGY: P (808) 586-2693 E speech@dcca.hawaii.gov

LIST OF BOARDS & CONTACT INFORMATION

ACUPUNCTURE

Board of Acupuncture
P (808) 586-2692
E acupuncture@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/acupuncture/

BEHAVIOR ANALYST

Behavior Analyst Program
P (808) 586-2708
E ba@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/behavior/

CHIROPRACTOR

State Board of Chiropractic Examiners
P (808) 586-2697
E chiropractor@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/chiropractor/

DENTIST/DENTAL HYGIENIST

Board of Dental Examiners
P (808) 586-2702
E dental@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/dentist/

DISPENSING OPTICIAN

Dispensing Optician Program
P (808) 586-2694
E optician@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/dispensingoptician/

HEARING AID DEALER AND FITTER

Hearing Aid Dealer and Fitter Program
P (808) 586-2698
E hearingaid@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/hearing/

MARRIAGE AND FAMILY THERAPIST

Marriage and Family Therapist Program
P (808) 586-2697
E mft@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/marriage/

MASSAGE THERAPIST

State Board of Massage Therapy
P (808) 586-2694
E message@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/massage/

MEDICAL/OSTEOPATHY/PODIATRY/EMERGENCY MANAGEMENT TECHNICIAN/PHYSICIAN ASSISTANT

Hawaii Medical Board
P (808) 586-2699
E medical@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/medical/

MENTAL HEALTH COUNSELOR

Mental Health Counselor Program
P (808) 586-2697
E counselor@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/mental/

NATUROPATHY

Board of Naturopathic Medicine
P (808) 586-2708
E naturopathy@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/naturopathy/

NURSING

State Board of Nursing
P (808) 586-2695
E nursing@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/nursing/

NURSING HOME ADMINISTRATOR

Nursing Home Administrator Program
P (808) 586-2695
E nursing_home@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/nursinghome/

OCCUPATIONAL THERAPIST

Occupational Therapy Program
P (808) 586-2693
E occ_therapist@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/occupational/

OPTOMETRY

Board of Examiners in Optometry
P (808) 586-2693
E optometry@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/optometry/

PHARMACY

Board of Pharmacy
P (808) 586-2695
E pharmacy@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/pharmacy/

PHYSICAL THERAPY

Board of Physical Therapy
P (808) 586-2701
E phys_therapy@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/physicaltherapy/

PSYCHIATRIST

Hawaii Medical Board
P (808) 586-2699
E medical@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/medical/

PSYCHOLOGY

Board of Psychology
P (808) 586-2704
E psychology@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/psychology/

RESPIRATORY THERAPIST

Respiratory Therapist Program
P (808) 586-2704
E rt@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/respiratory/

SOCIAL WORKER

Social Workers Program
P (808) 586-2704
E social_worker@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/programs/socialworker/

SPEECH PATHOLOGY AND AUDIOLOGY

State Board of Speech Pathology and Audiology
P (808) 586-2693
E speech@dcca.hawaii.gov
www.cca.hawaii.gov/pvl/boards/speech/

SELECTING A HEALTHCARE PROVIDER

Finding the right doctor is an important first step to ensure appropriate medical care and good health for you and your family. Here are a few tips to help you with this key decision.

HOW TO FIND A DOCTOR

DECIDE WHAT KIND OF DOCTOR YOU NEED

The Hawaii Medical Board licenses doctors who have a medical, osteopathic medicine, or podiatric medicine degree. These doctors may also practice within a particular specialty. You should consider whether your medical needs require a family physician or internist, a pediatrician for a child, or a geriatrician for an older adult.

CHECK WITH YOUR HEALTH INSURER FOR A LIST OF DOCTORS AVAILABLE THROUGH YOUR HEALTH PLAN

Many health plans limit coverage to certain doctors, particularly in the case of primary care physicians. A health plan may also base their rates of reimbursement on whether the doctor is a participating member. Check on whether the doctor you select is a participating member, then ask how much of your visits will be covered.

ASK FAMILY, FRIENDS, AND CO-WORKERS FOR THE NAMES OF DOCTORS THEY LIKE

Because their recommendations are based on personal experiences and observations, family, friends, and co-workers are a valuable source of information to help you find the right doctor for you or your family. Oftentimes, family, friends, and co-workers have practical information about doctors, such as how a doctor communicates with patients, how the doctor's office is run, if the office location is convenient, and if office parking is adequate. You can also contact your local medical society or association for a list of doctors practicing in your area or in a particular specialty.

CHECK IF THE DOCTOR YOU HAVE CHOSEN IS LICENSED IN HAWAII AND WHETHER THE DOCTOR HAS PRIOR COMPLAINTS

Check on whether the doctor you have chosen is currently licensed in Hawaii and whether the doctor has been disciplined. Information is available online at www.businesscheck.hawaii.gov. Information on when the doctor was originally licensed in Hawaii is also available, so you will know how long the doctor has been practicing here. You can also find out whether there are any complaints against the doctor and the outcome of those complaints, including complaints that resulted in disciplinary action taken against the doctor's license.

CHECK TO SEE IF THE DOCTOR IS BOARD CERTIFIED

Board certified doctors have additional training in particular specialties. Access the American Board of Medical Specialties at www.abms.org to find out if the doctor you are considering is board certified. Information on board certification for doctors of podiatric medicine is available on the American Podiatric Medical Association website at www.apma.org. Information on osteopathic doctors is available from the American Osteopathic Association at www.osteopathic.org.

CONTACT THE DOCTOR'S OFFICE FOR MORE INFORMATION

Contact the doctor to find out 1) if he/she is accepting new patients; 2) at what hospitals the doctor has privileges; and 3) if the doctor's office staff will process your medical insurance claims for you. Be sure to confirm that the doctor accepts your health insurance before making an appointment.



HOW TO FIND A DENTIST

- Contact your dental insurance plan provider for a list of dentists who accept your dental coverage.
- Check the American Dental Association at www.ada.org or your local dental society or association for a list of dentists practicing in your area or in the specialty you require. The Hawaii Dental Association provides an online directory at www.hawaiidentalassociation.net to help you locate a dentist in your area. ***NOTE: NOT ALL DENTISTS ARE MEMBERS OF THE ADA OR HDA.**
- Ask family, friends, or co-workers for recommendations.
- Talk to several dentists or visit several dental offices before making a decision. Find out all you can about the office, such as whether the office is conveniently located, how many professional staff (like dental hygienists) it employs, and whether they are appropriately licensed.
- Check that the dentist you select is licensed in Hawaii and find out whether the dentist has been disciplined at www.businesscheck.hawaii.gov

HOW TO FIND A MENTAL HEALTH PROVIDER

- Mental health providers include a broad spectrum of professionals ranging from psychiatrists and psychologists to social workers and mental health counselors. Mental health professionals also provide services within a variety of settings, including state or federal programs, clinics, hospitals, or private practice. Decide what kind of mental healthcare provider you need.
- Check your health insurance provider for a list of mental health providers covered by your insurance.
- Access the Mental Health America of Hawaii at www.mentalhealthhawaii.org for information on where to find mental health services. This organization also offers "Finding Help: A Consumer Guide to Mental Health Services in Hawaii" and a directory for information on service providers.
- The Adult Mental Health Division and the Child and Adolescent Mental Health Division of the State Department of Health provide information on mental health services for adults and children. Find information on adult mental health services at www.health.hawaii.gov/amhd/ or information on child and adolescent mental health services at www.health.hawaii.gov/camhd
- The National Institute of Mental Health (NIMH) offers mental health information on a variety of topics. Access the NIMH at www.nimh.nih.gov for information on the mental health services available in your area through the NIMH's Mental Health Services Locator.

HOW TO HANDLE PROBLEMS

We hope most patients will never have a problem with a health care provider. If you are having problems, first try and resolve them by candidly discussing them with your provider.

Be specific about the issue: Is it a personality dispute with an employee, or a billing or insurance problem? If so, addressing these issues in a face-to-face meeting or in a letter may be sufficient to resolve the problem.

For certain issues, you may wish to consider filing a complaint with the Regulated Industries Complaints Office (RICO). RICO is a statewide agency of DCCA. RICO investigates allegations of professional misconduct by licensees and also investigates possible unlicensed activity that may be occurring in the state.

REGULATED INDUSTRIES COMPLAINTS OFFICE

235 South Beretania Street, 9th Floor
Honolulu, Hawaii 96813
(808) 587-4272 | rico@dcca.hawaii.gov

For more information about filing a complaint about a health care provider, or to obtain a RICO complaint form, or for the locations of neighbor island RICO offices, visit the RICO website at:

www.cca.hawaii.gov/rico

To check on whether a health care provider is licensed and to check for prior complaints, go to:

www.businesscheck.hawaii.gov

For information about filing a complaint involving a health insurer or health plan, please call the Insurance Division at (808) 586-2790, or go to:

www.cca.hawaii.gov/ins/consumer/filing_a_complaint/

For information about how to handle problems relating to long term care, please call the Long Term Care Ombudsman, at (808) 586-0100, or consult the LTCO website at:

www.health.hawaii.gov/eoa/home/long-term-care-ombudsman-program/

10 QUESTIONS TO ASK YOUR HEALTHCARE PROVIDER

Why do I need this treatment?

What is this test for?

How many times have you done this procedure?

When will I get the results?

Are there any alternatives?

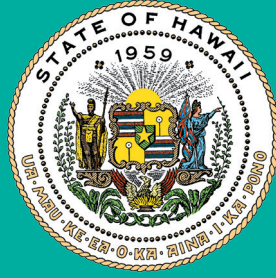
What are the possible complications?

Which hospital is best for my needs?

How do you spell the name of that drug?

Are there any side effects?

Will this medicine interact with medicines that I am already taking?



**STATE OF HAWAII
DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS**

**335 MERCHANT ST.
HONOLULU, HAWAII 96813
CCA.HAWAII.GOV**