

Medical Board of California -- Draft Regulation  
Notification to Consumers

Adopt section 1355.4 in Article 1 of Chapter 2 to read as follows:

1355.4. Notice to Patients

(a) A licensee engaged in the practice of medicine shall provide notice to each patient of the fact that the licensee is licensed and regulated by the board. The notice shall include the following statement and information:

NOTICE

Medical doctors are licensed and regulated

by the Medical Board of California

(800) 633-2322

[www.mbc.ca.gov](http://www.mbc.ca.gov)

(b) The notice required by this section shall be provided by one of the following methods:

(1) Prominently posting the notice in an area visible to patients on the premises where the licensee provides the licensed services, which case the notice shall be in at least 48-point type in Arial font.

(2) Including the notice in a written statement, signed and dated by the patient or the patient's representative and retained in that patient's medical records, stating the patient understands the physician is licensed and regulated by the board.

(3) Including the notice in a statement on letterhead, discharge instructions, or other document given to a patient or the patient's representative, where the notice is placed immediately above the signature line for the patient in at least 14-point type.

NOTE: Authority cited: Section 2018, Business and Professions Code; Reference: Sections 138 and 680, Business and Professions Code.

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licensed and  
regulated by the  
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## **Barbering & Cosmetology Bureau**

### **905. Posting of Consumer Information Message**

(a) The following consumer information message shall be included at the bottom of the front page of the copy of the Health and Safety Rules, which must be conspicuously posted in accordance with Section 904, in all establishments:

#### **MESSAGE TO THE CONSUMER**

This establishment is licensed by the California State Board of Barbering and Cosmetology. The board can address the following problems:

- Health and Safety (including unsanitary conditions and failure to disinfect instruments after each use)
- Incompetence and Negligence
- Misrepresentation or False Advertising of Services
- Unlicensed Practice of Barbering, Cosmetology or Electrology.

(b) The heading of the consumer information message, "Message to the Consumer," shall be printed in at least 36 point boldface type. The body of the consumer information message must be printed in at least 14 point boldface type.

NOTE: Authority cited: Section 7312, Business and Professions Code. Reference: Sections 129(e), and 7404(b), Business and Professions Code.

## **MESSAGE TO THE CONSUMER**

This establishment is licensed by the California State Board of Barbering and Cosmetology. The board can address the following problems:

- Health and Safety (including unsanitary conditions and failure to disinfect instruments after each use)
- Incompetence and Negligence
- Misrepresentation or False Advertising of Services
- Unlicensed Practice of Barbering, Cosmetology or Electrology.

## **Contractors State License Board**

### **Business & Professions Code 7030**

(a) Except for contractors writing home improvement contracts pursuant to Section 7151.2 and contractors writing service and repair contracts pursuant to Section 7159.10, every person licensed pursuant to this chapter shall include the following statement in at least 10-point type on all written contracts with respect to which the person is a prime contractor:

"Contractors are required by law to be licensed and regulated by the Contractors' State License Board which has jurisdiction to investigate complaints against contractors if a complaint regarding a patent act or omission is filed within four years of the date of the alleged violation. A complaint regarding a latent act or omission pertaining to structural defects must be filed within 10 years of the date of the alleged violation. Any questions concerning a contractor may be referred to the Registrar, Contractors' State License Board, P.O. Box 26000, Sacramento, CA 95826."

(b) Every person licensed pursuant to this chapter shall include the following statement in at least 12-point type in all home improvement contracts written pursuant to Section 7151.2 and service and repair contracts written pursuant to Section 7159.10:

"Information about the Contractors' State License Board (CSLB): CSLB is the state consumer protection agency that licenses and regulates construction contractors.

Contact CSLB for information about the licensed contractor you are considering, including information about disclosable complaints, disciplinary actions and civil judgments that are reported to CSLB.

Use only licensed contractors. If you file a complaint against a licensed contractor within the legal deadline (usually four years), CSLB has authority to investigate the complaint. If you use an unlicensed contractor, CSLB may not be able to help you resolve your complaint. Your only remedy may be in civil court, and you may be liable for damages arising out of any injuries to the unlicensed contractor or the unlicensed contractor's employees.

For more information:

Visit CSLB's Web site at [www.cslb.ca.gov](http://www.cslb.ca.gov)

Call CSLB at 800-321-CSLB (2752)

Write CSLB at P.O. Box 26000, Sacramento, CA 95826."

(c) Failure to comply with the notice requirements set forth in subdivision (a) or (b) of this section is cause for disciplinary action.

(d) This section shall become operative on January 1, 2006.

"Information about the Contractors' State License Board (CSLB):  
CSLB is the state consumer protection agency that licenses and regulates construction contractors.

Contact CSLB for information about the licensed contractor you are considering, including information about disclosable complaints, disciplinary actions and civil judgments that are reported to CSLB.

Use only licensed contractors. If you file a complaint against a licensed contractor within the legal deadline (usually four years), CSLB has authority to investigate the complaint. If you use an unlicensed contractor, CSLB may not be able to help you resolve your complaint. Your only remedy may be in civil court, and you may be liable for damages arising out of any injuries to the unlicensed contractor or the unlicensed contractor's employees.

For more information:

Visit CSLB's Web site at [www.cslb.ca.gov](http://www.cslb.ca.gov)

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Write CSLB at P.O. Box 26000, Sacramento, CA 95826."

## **Board of Pharmacy**

### **§1707.2 Notice to Consumers and Duty to Consult.**

(a) A pharmacist shall provide oral consultation to his or her patient or the patient's agent in all care settings:

- (1) upon request; or
- (2) whenever the pharmacist deems it warranted in the exercise of his or her professional judgment.

(b)(1) In addition to the obligation to consult set forth in subsection (a), a pharmacist shall provide oral consultation to his or her patient or the patient's agent in any care setting in which the patient or agent is present:

- (A) whenever the prescription drug has not previously been dispensed to a patient; or
- (B) whenever a prescription drug not previously dispensed to a patient in the same dosage form, strength or with the same written directions, is dispensed by the pharmacy.

(2) When the patient or agent is not present (including but not limited to a prescription drug that was shipped by mail) a pharmacy shall ensure that the patient receives written notice: of his or her right to request consultation; and a telephone number from which the patient may obtain oral consultation from a pharmacist who has ready access to the patient's record.

(3) A pharmacist is not required by this subsection to provide oral consultation to an inpatient of a health care facility licensed pursuant to section 1250 of the Health and Safety Code, or to an inmate of an adult correctional facility or a juvenile detention facility, except upon the patient's discharge. A pharmacist is not obligated to consult about discharge medications if a health facility licensed pursuant to subdivision (a) or (b) of Health and Safety Code Section 1250 has implemented a written policy about discharge medications which meets the requirements of Business and Professions Code Section 4074.

(c) When oral consultation is provided, it shall include at least the following:

- (1) directions for use and storage and the importance of compliance with directions; and
- (2) precautions and relevant warnings, including common severe side or adverse effects or interactions that may be encountered.

(d) Whenever a pharmacist deems it warranted in the exercise of his or her professional judgment, oral consultation shall also include:

- (1) the name and description of the medication;
- (2) the route of administration, dosage form, dosage, and duration of drug therapy
- (3) any special directions for use and storage;
- (4) precautions for preparation and administration by the patient, including techniques for self-monitoring drug therapy;
- (5) prescription refill information;
- (6) therapeutic contraindications, avoidance of common severe side or adverse effects or known interactions, including serious potential interactions with known nonprescription medications and therapeutic contraindications and the action required if such side or adverse effects or interactions or therapeutic contraindications are present or occur;
- (7) action to be taken in the event of a missed dose.

(e) Notwithstanding the requirements set forth in subsection (a) and (b), a pharmacist is not required to provide oral consultation when a patient or the patient's agent refuses such consultation.



(f) In every pharmacy subject to the provisions of Business and Professions Code Section 4122, there shall be prominently posted in a place conspicuous to and readable by prescription drug consumers the following notice:

**“NOTICE TO CONSUMERS”**

At your request, this pharmacy will provide its current retail price of any prescription without obligation. You may request price information in person or by telephone.

Ask your pharmacist if a lower-cost generic drug is available to fill your prescription.

Prescription prices for the same drug vary from pharmacy to pharmacy. One reason for differences in price is differences in services provided.

Before taking any prescription medicine, talk to your pharmacist; be sure you know:

What is the name of the medicine and what does it do?

How and when do I take it – and for how long? What if I miss a dose?

What are the possible side effects and what should I do if they occur?

Will the new medicine work safely with other medicines and herbal supplements I am taking?

What foods, drinks or activities should I avoid while taking this medicine?

Ask your pharmacist if you have additional questions.

(g) In addition to the “NOTICE TO CONSUMERS” referred to in subdivision (f), every pharmacy subject to the provisions of Business and Professions Code §4122 shall prominently post in a place conspicuous to and readable by prescription drug consumers the following notice:

Know your rights under California law concerning medicine and devices prescribed to you.

You have the right to receive medicine and devices legally prescribed to you, unless:

1. The medicine or device is not in stock in the pharmacy,
2. The pharmacist, based upon his or her professional judgment determines providing the item: is against the law, could cause a harmful drug interaction, or could have a harmful effect on your health

This pharmacist may decline to fill your prescription for ethical, moral or religious reasons, but the pharmacy is required to help you get the prescription filled at this or another nearby pharmacy timely.

The pharmacy may decline to provide the medicine or device if it is not covered by your insurance or if you are unable to pay for the item or any copayment you owe.

If the pharmacy is unable to fill your prescription, you are entitled to have the prescription returned to you or transferred to another nearby pharmacy. Ask about our procedure to help you get an item that we don’t have in stock. Any questions? Ask the pharmacist!

Authority cited: Sections 4005 and 4122 Business and Professions Code. Reference: Sections 733, 4005 and 4122 Business and Professions Code.

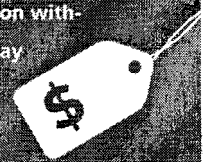
NOTICE  
TO CONSUMERS

# TALK TO YOUR PHARMACIST?

BEFORE YOU TAKE A NEW MEDICINE, DID YOU TALK TO YOUR PHARMACIST ABOUT THE FOLLOWING?

- 1 What is the name of the medicine and what does it do?
- 2 How and when do I take it—and for how long? What if I miss a dose?
- 3 What are the possible side effects and what should I do if they occur?
- 4 Will the new medicine work safely with other medicines and herbal supplements I am taking?
- 5 What foods, drinks or activities should I avoid while taking this medicine?

At your request, this pharmacy will provide its current retail price of any prescription without obligation. You may request price information in person or by telephone. Ask your pharmacist if a lower-cost generic drug is available to fill your prescription. Prescription prices for the same drug vary from pharmacy to pharmacy. One reason for differences in price is differences in services provided.



ASK YOUR PHARMACIST IF YOU HAVE ADDITIONAL QUESTIONS.



CALIFORNIA STATE BOARD OF PHARMACY

1501 K STREET, SUITE 200

SACRAMENTO, CA 95811

TEL: (916) 227-7700 FAX: (916) 227-7701

BE AWARE & TAKE CARE: Talk to your pharmacist!



NOTICE  
TO CONSUMERS

**YOU HAVE THE RIGHT TO RECEIVE  
MEDICINE AND DEVICES LEGALLY  
PRESCRIBED TO YOU, UNLESS:**

- 1** The medicine or device is not in stock in the pharmacy.
- 2** The pharmacist, based upon his or her professional judgment determines providing the item:

*Is against the law, could cause a harmful drug interaction or could have a harmful effect on your health.*



This pharmacist may decline to fill your prescription for ethical, moral or religious reasons; but the pharmacy is required to help you get the prescription filled at this or another nearby pharmacy timely. The pharmacy may decline to provide the medicine or device if it is not covered by your insurance or if you are unable to pay for the item or any copayment you owe.

If the pharmacy is unable to fill your prescription, you are entitled to have the prescription returned to you or transferred to another nearby pharmacy. Ask about our procedure to help you get an item that we don't have in stock.

**ANY QUESTIONS? ASK THE PHARMACIST!**



CALIFORNIA STATE BOARD OF PHARMACY

1501 K Street, Suite 200, Sacramento, CA 95811

Phone: (916) 227-2200 Fax: (916) 227-2201

**BE AWARE & TAKE CARE: Talk to your pharmacist!**



**BUREAU OF AUTOMOTIVE REPAIR  
OFFICIAL AUTOMOTIVE REPAIR DEALER'S SIGN;  
DISPLAY AND SPECIFICATIONS**

EFFECTIVE APRIL 8, 2006; OPERATIVE JUNE 30, 2006

**California Code of Regulations, Title 16, Division 33, Chapter 1, Article 6:**

**§ 3351.3. Display.**

(a) Except as provided in subsection (b), all automotive repair dealers shall display the following in a place and manner conspicuous to their customers:

(1) A current and valid certificate of registration as an automotive repair dealer issued by the bureau; and

(2) An official automotive repair dealer's sign, which meets the specifications of the Automotive Repair Act and Section 3351.4 of this article. In the event there are multiple facilities, an official automotive repair dealer's sign shall be displayed in a place and in a manner conspicuous to all customers at each location.

(b) When conducting business from other than the principal business address shown in an automotive repair dealer's registration, the dealer shall provide to every customer, with the customer's copy of the work order as provided in paragraph (3) of subdivision (a) of Section 9884.7 of the Business and Professions Code, a copy of an official automotive repair dealer's sign that meets the following specifications:

(1) A copy of the sign shall be reproduced on a white sheet of paper, or similar material, no less than eight and one half inches by eleven inches (8½" x 11") in size.

(2) The sign shall be proportionately reduced in size to fill the page in portrait format with no more than one inch (1") margins outside the right, left and bottom inset border lines.

(3) The current business name, address of record, business telephone number and registration number of the automotive repair dealer, as shown by the bureau's records, shall be printed above the top inset border line of the sign in print no smaller than the smallest print of the reduced sign.

(4) No other information, printing, decoration, border or design shall be placed on the page.

(c) For the purpose of subsection (b), the term "provide" shall mean to give for retention.

Note: Authority cited: Section 9882, Business and Professions Code. Reference: Sections 9880.3, 9884.6 and 9884.17, Business and Professions Code.

**§ 3351.4. Specifications for Automotive Repair Dealer's Sign.**

(a) Official automotive repair dealer signs shall meet the following specifications:

(1) Until June 30, 2006, signs shall be worded exactly as shown in either Figure 1 or Figure 3. On and after June 30, 2006, signs shall be worded exactly as shown in Figure 3, except that an automotive repair dealer possessing a valid registration on June 30, 2006, may comply with Section 3351.3 and this section by displaying a supplementary sign, containing the bureau's Web site address. The supplementary sign shall be worded exactly as shown in Figure 5, and shall be displayed immediately below any sign that was displayed by the automotive repair dealer in compliance with Section 3351.3 and this section on and before June 30, 2006.

(2) Signs as shown in Figure 1 shall have the dimensions shown in Figure 2, signs as shown



in Figure 3 shall have the dimensions shown in Figure 4, and signs as shown in Figure 5 shall have the dimensions shown in that figure.

(3) 24-gauge steel or aluminum or synthetic material of equivalent rigidity may be used. Synthetic material may be acceptable provided it meets all of the requirements herein, including durability.

(4) The background shall be semi-gloss white. All print, border stripe and divider stripes, including the State Seal shall be gloss black in color.

(5) Paint shall be a premium grade exterior acrylic enamel or equivalent. The silk screen/bake-on process or an acceptable equivalent may be used.

(6) All bare metal shall be etched and coated with white primer or equivalent to insure proper paint adhesion and corrosion protection.

(7) Largest lettering shall be 72 pt. Futura Demi “condensed;” medium lettering shall be 48 pt. Futura Bold; and smallest lettering shall be 36 pt. Futura Bold for the signs shown in Figures 1 and 3. The lettering of the supplementary sign shown in Figure 5 shall be 48 pt. Futura Bold for the message and 72 pt. Futura Demi “condensed” for the Web site address.

(8) A three and one-half inch diameter State Seal is required for the signs shown in Figures 1 and 3.

(9) The use of embossed letters or a clear protective finish coat is permitted, but not required.

(10) There shall be a one-quarter inch mounting hole in each corner.

(b) The bureau may require replacement of any sign that fails to meet the outlined specifications or that is no longer legible.

Note: Authority cited: Section 9882, Business and Professions Code. Reference: Sections 9880.3 and 9884.17, Business and Professions Code.

## **Structural Pest Control Board**

### **§1937.17. Customer Notification.**

Every licensee shall provide notice to the licensee's clients or customers of the fact that he/she is licensed by the Structural Pest Control Board. Notice shall be provided by, but not limited to, any of the following methods:

- (1) Verbally at the time that services are requested.
- (2) Company business card identifying person as a licensee of the Structural Pest Control Board.
- (3) Structural Pest Control Board license number printed on Wood Destroying Pest and Organisms Inspection Report form.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Section 138, Business and Professions Code.

#### **HISTORY:**

1. New section filed 12-16-2002; operative 1-15-2003 (Register 2002, No. 51).

**CCR, Article 10, pg. 245-246**

**§ 1566. Release of prescriptions: notice required**

At each office there shall be posted in a conspicuous place a notice which shall clearly state the legal requirements regarding the release of all corrective lens prescriptions and such notice shall at a minimum contain the following information:

**CONSUMER NOTICE**

Eye doctors are required to provide patients with a copy of their ophthalmic lens prescriptions as follows:

Spectacle prescriptions: Release upon completion of exam.

Contact lens prescriptions: Release upon completion of exam or upon completion of the fitting process.

Authority cited: Sections 3025, 3025.5 and 3090 3025, 3025.5 and 3090, Business and Professions Code. Reference: Sections 2541.2, 2543, 2545, and 2546.6. Business and Professions Code; 16 Code of Federal Regulations 315.3, 456.1 and 456.2.

**History**

1. New section filed 3-15-94; operative 4-14-94 (Register 94, No. 11).
2. Amendment filed 3-10-06; effective thirtieth day thereafter (Register 2006, No. 10).

**§ 1566.1. Consumer information**

The "CONSUMER NOTICE" specified in Section 1566 shall also contain the following consumer information:

The practice of optometry in California is regulated by the Board of Optometry. The Board of Optometry receives and investigates all consumer complaints involving the practice of optometry. Complaints or grievances involving a California-licensed optometrist, should be directed to:

**BOARD OF OPTOMETRY**  
**DEPARTMENT OF CONSUMER AFFAIRS**  
2420 DEL PASO ROAD, SUITE 255  
SACRAMENTO, CA 95834  
PHONE: 1-866-585-2666 OR (916) 575-7170  
EMAIL: OPTOMETRY@DCA.CA.GOV  
INTERNET: WWW.OPTOMETRY.CA.Gov

## **CONSUMER NOTICE**

Eye doctors are required to provide patients with a copy of their ophthalmic lens prescriptions as follows:

- Spectacle prescriptions: Release upon completion of exam.
- Contact lens prescriptions: Release upon completion of exam or upon completion of the fitting process.

The practice of optometry in California is regulated by the Board of Optometry. The Board of Optometry receives and investigates all consumer complaints involving the practice of optometry. Complaints or grievances involving a California licensed optometrist should be directed to:

Board of Optometry  
Department of Consumer Affairs  
2420 Del Paso Road, Suite 255  
Sacramento, CA 95834

Phone: 1-866-585-2666 or (916) 575-7170  
E-mail: [Optometry@dca.ca.gov](mailto:Optometry@dca.ca.gov)  
Internet: [www.optometry.dca.ca.gov](http://www.optometry.dca.ca.gov)



## Board for Geologists & Geophysicists

### 3066. License Notification.

- (a) Every licensee shall provide notice to his or her clients that he or she is licensed by the Board. Notice shall be provided by any of the following methods:
- (1) Displaying his or her license certificate in a public area of the premises where the licensee provides the licensed service.
  - (2) Posting a notice in a public area of the premises where the licensee provides the licensed services, in at least 48-point type, that states that the named licensee is licensed by the Board.
  - (3) Providing a statement to each client, to be signed and dated by the client and retained in the licensee's records, that states that the client understands that the licensee is licensed by the Board.
- (b) The party or parties in responsible charge of geologic and/or geophysical projects shall:
- (1) Include a statement that he or she is licensed by the Board on contracts for service, bid documents, and/or responses for proposals or qualifications, where the notice is placed immediately above the signature line for the client in at least 12-point type.
  - (2) Print his or her license number on the firm's correspondence.
  - (3) Print his or her license number on the firm's business cards bearing his or her name.
- (c) A licensed principal or partner in a geologic or geophysical firm shall:
- (1) Print his or her license number on all advertising including telephone directory and website.

Note: Authority cited: Section 7818, Business and Professions Code. Reference: Section 138, Business and Professions Code.