MEDICAL BOARD OF CALIFORNIA
BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM
As of November 2026

Section 5 –
Public Information Policies

50. How does the board use the internet to keep the public informed of board activities? Does the board post meeting materials online? When are they posted? How long do they remain on the board's website? When are draft meeting minutes posted online? When does the board post final meeting minutes? How long do meeting minutes remain available online?

The Medical Board of California (Board) uses the internet to provide information to the public and licensees regarding Board meetings, initiatives, and statutes and regulations regarding the practice of medicine in California. The Board's website is its main information hub and is consistently updated with fresh content related to Board activities. The Board uses its website, email subscription lists (listserv), licensee/applicant email service, iOS phone app, quarterly newsletter, and Facebook, X, and YouTube accounts to deliver timely, accurate, and relevant information to interested parties.

The Board posts agendas for all Board and committee meetings, including related agenda materials, on its website. Board staff posts meeting agendas at least 10 days prior to the meeting, and meeting materials are added as they become available. The approval of Board and committee draft minutes are board meeting agenda items and therefore are posted along with other meeting materials as they become available. The minutes are posted to the Board's website (where they are available indefinitely) approximately one week after formal approval by the Board or committee.

Current and past meeting materials dating back to 2007 are available on the website and once posted, are available online indefinitely.

The Board disseminates information regarding public meetings using multiple methods. Board staff sends an email to interested parties who have subscribed to receive this information when agendas are available. By visiting the Board's website, interested parties can sign up to receive alerts to their email inboxes pertaining to various informational topics including Board meeting information,

DRAFT

newsletters and news releases, proposed regulations, and Board enforcement actions.

Social media is a valuable aspect of the Board's outreach program. The Board uses its Facebook, X, and YouTube accounts to post information in Spanish and English pertaining to Board meetings, news releases, statutes and regulations, public health updates, and disciplinary actions the Board takes against licensees. The Board also posts information about FDA alerts, recall information, Drug Enforcement Administration drug take back days, and other information useful to licensees and consumers. Recordings of quarterly Board and disciplinary panel meetings, and other public meetings held by the Board are hosted on YouTube and posted on the Board's website.

The Board's License Alert Mobile App for Apple iOS devices, developed entirely by Board staff in 2018 and updated in 2026, allows consumers to 'follow' the licenses of up to 16 physicians and receive notifications when there has been an update to any of their profiles. Since its inception, the app has garnered nearly 13,000 downloads.

51. Does the board webcast its meetings? What is the board's plan to webcast future board and committee meetings? How long will archived webcast meetings remain available online?

The Board meets in person, and if it holds more than one meeting simultaneously (e.g. disciplinary panels), it may be unable to webcast all meetings live. In that situation, Board staff will record the meeting and later post it on the Board's YouTube channel (with links available on the Board's website), where it is available indefinitely. The Board provides in-person and remote participation options, as appropriate, consistent with the meeting format. The Board intends to continue webcasting future Board and Panel meetings, subject to limitations, if any, of a physical location where an in-person meeting is being held.

The Board currently webcasts its meetings through the WebEx platform and facilitates public participation through that software and provides a telephone call-in option if needed.

52. Does the board establish an annual meeting calendar and post it on the board's web site?

The Board approves its quarterly Board meeting calendar for the following year and posts the dates on the Board's website. Committee and interested parties meetings are held only on an as-needed basis and are not set for the entire year. The Board posts the committee meeting dates on its website as soon as the dates are selected.

DRAFT

53. Is the board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*?

- Does the board post accusations and disciplinary actions consistent with BPC § 27, if applicable?

The Board is committed to providing information to the public consistent with the law regarding license status and disciplinary or administrative actions against its licensees.

Regarding the first question, the Board complies with the Department of Consumer Affairs (DCA) recommended minimum standards for Consumer Complaint Disclosure. Regarding the second question, the Board is not subject to BPC section 27. The Board is subject to BPC section 2027, which requires the disclosure of different information about Board licensees, including accusations and disciplinary actions. If the service to lookup a licensee's profile is experiencing an outage, consumers can call or send a message to the Board through the website for assistance.

- Does the board post complaint data on its website? If so, please provide a brief description of each data point reported on the website along with any statutory or regulatory authorization.

The Board posts aggregated data about complaints received in its annual reports, which are available on the Board's website. BPC section 2313 sets forth the minimum requirements for the Board's annual report. Further, each annual report contains a variety of narrative text and footnotes, where applicable, that explain certain data points.

Further, the Board posts aggregated complaint data in its quarterly meeting materials, including but not limited to the following:

- Average complaint processing time of the Central Complaint Unit (CCU).
- Changes in complaint volume over time.
- Volume of complaints referred to the Complainant Liaison Unit (CLU), including the number of interviews offered, accepted, declined, not responded to, and completed.
- Volume of complaints addressed by the Complaint Investigations Office (CIO).

DRAFT

- Average days to initiate a complaint in the CCU.
- Average days to complete complaints in the CCU.
- Average days to complete investigations in the CIO.
- Average days to complete investigations in the Health Quality Investigations Unit (HQIU), including by case type.
- Average days for board processing after completion of the investigation (starting November 2026).
- Average days to file administrative charges prepared by the AGO.
- Volume of administrative outcomes by quarter and FY, by outcome type.
- Various average and median enforcement timeframes.
- Summary data on the age of complaints, organized by the unit currently assigned to each complaint.

- Does the board post citations for unlicensed practice on its website?

No, the Board does not post citations for unlicensed practice of medicine on its website, unless it pertains to a licensee who had a lapse in their practice authority. Statistics for complaints and discipline related to the unlicensed practice of medicine are included each year in the Board's Annual Report.

54. What information does the board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

Information posted to a licensee's profile and provided to the public is specifically set forth in statute (BPC sections 803.1 and 2027). In 2018, the Legislature passed the Patient's Right to Know Act, which required the Board to add probation summaries to the profile pages of physicians on probation. The information posted on the licensee's profile page gives a quick summary of the probationary terms and informs the public about the discipline.

The Board's Apple iOS app provides users with notifications on the status of up to 16 physicians. The app sends an alert directly to consumers' smartphones when a licensee's status changes, including when an accusation or disciplinary order is published.

The Board's website provides the following information:

- If a physician has been disciplined or formally accused of wrongdoing by the Board (public reprimands and public letters of reprimand are only available for 10 years on the website).
- If a physician's practice has been temporarily restricted or suspended pursuant to a court order.

DRAFT

- If a physician has been disciplined by a medical board of another state or federal government agency.
- If a physician has been convicted of a felony reported to the Board after January 3, 1991.
- If a physician has been convicted of a misdemeanor after January 1, 2007, that results in a disciplinary action or an accusation being filed by the Board, and the accusation is not subsequently withdrawn or dismissed.
- If a physician has been issued a citation (that has not been withdrawn or dismissed) for a minor violation of the law by the Board within the last three years.
- If a physician has been issued a public letter of reprimand at the time of licensure within the last three years.
- If a physician has been placed on probation, the licensee's probation status, the length of the probation, the probation end date, and all practice restrictions placed on the licensee by the Board pursuant to BPC section 2228.1(d).
- Any hospital disciplinary actions that resulted in the termination or revocation of the physician's privileges to provide healthcare services at a healthcare facility for a medical disciplinary cause or reason reported to the Board after January 1, 1995.
- All malpractice judgments and arbitration awards reported to the Board after January 1, 1998 (between January 1, 1993, and January 1, 1998, only those malpractice judgments and arbitration awards exceeding $30,000 were required to be reported to the Board).
- All malpractice settlements over $30,000 reported to the Board after January 1, 2003, that meet the following criteria:
    - Four or more in a five-year period if the physician practices in a high-risk specialty (obstetrics, orthopedic surgery, plastic surgery, and neurological surgery).
    - Three or more in a five-year period if the physician practices in a low-risk specialty (all other specialties).

In addition to the information above regarding public record actions, the Board discloses the following information regarding past and current licensees/registrants: license/registration number; type; name; address/county of record; status; original issue date; expiration date; school name; and year graduated. The Board also posts decisions denying a license following a hearing on its website that users can view.

For those with a postgraduate training license, the Board will post the following information about their current enrolled postgraduate training program:

- Facility name.
- City.

DRAFT

- State.
- Specialty.
- Start date.
- Anticipated end date.

The Board provides the following voluntary survey information supplied by the physician licensee: retired status; activities in medicine; patient care practice location; telemedicine primary and secondary practice location ZIP Codes; training status; board certifications; primary practice area(s); secondary practice area(s); postgraduate training years; cultural background; foreign language(s); and gender.

Unless prohibited by law, the Board provides a copy of the following documents on a physician's website profile: accusation/petition to revoke or amended accusation/petition to revoke; public letter of reprimand; citation and fine; suspension/restriction order; and administrative/disciplinary decision.

55. What methods does the board use to provide consumer outreach and education?

The Board uses a variety of methods to perform consumer outreach and education functions throughout the state. The Board's quarterly meetings feature information about Board policies and procedures, including the relevant laws that govern its activities, and are attended by consumer advocacy organizations. Interested parties are provided with an opportunity to make public comments on items not on the agenda at the start of each quarterly Board meeting. In addition, the Board invites public comment on each item on the agenda, providing further opportunities for the public to weigh in. In turn, the participation of those organizations helps keep them informed of key topics, which they often use to educate their members and peers. Further, the Board holds interested parties meetings to obtain consumer feedback on important matters before the Board, including, but not limited to, the proposed revisions to the Guidelines for Prescribing Controlled Substances for Pain, the development of the Complaint Tracking System, and the draft legislation to authorize the Board to establish a physician health and wellness program that meets nationally recognized best practices.

The Board employs a public information officer who directs outreach and education activities and leads the development of responses to media inquiries related to the Board's processes and relevant laws.

Social media has allowed the Board to expand its outreach efforts. The Board began using X in early 2015 and it has been an excellent source of outreach. The Board can provide information quickly to those who follow the Board,

DRAFT

including notification of outreach events, Board meetings, and other timely updates. In addition, individuals can notify the Board of an issue through X. The Board began using Facebook in 2018 and uses the social media site in the same manner it does its X account. The Board also uses its YouTube channel to post various Board meetings and informational videos.

Emailed subscriber alerts provide information to those who have requested to receive specific Board information. An individual can go to the Board's website and sign up to receive these alerts by submitting their email address. The different categories include Board meetings, Newsletters and news releases, enforcement actions, and regulations. When the Board posts information related to these categories, an email is sent to the subscriber with either a link to the information (such as the Board's Newsletter) or with the information itself (such as a listing of the physician's name and the disciplinary action the Board is taking against the physician's license).

The Board's website is a key source of consumer information and includes information about the complaint review and enforcement processes, electronic editions of Board publications, meeting agendas, laws, regulations, and meeting materials. On the website under the "About Us" tab is information about the Board, including its history, Board members, and Board staff. Board contact information is provided on the website for consumers to contact the Board. Various brochures and publications are available on the Board's website (for downloading and printing locally), including, but not limited to:

- A Patient's Guide to Blood Transfusion – English, Spanish, Chinese, Hmong, Japanese, Korean, Tagalog, and Vietnamese
- A Woman's Guide to Breast Cancer Diagnosis and Treatment
- Gynecological Cancers … What Women Need to Know
- Therapy Never Includes Sexual Behavior – English and Spanish
- Things to Consider Before Your Silicone Implant Surgery – English
- Prostate Cancer Patient Guide
- Information and Services for Consumers – English and Spanish
- Don't Wait, File a Complaint!
- A Consumer's Guide to the Complaint Process
- Medical Board of California License Alert Mobile App
- Most Asked Questions About Medical Consultants
- Questions and Answers About Investigations
- Manual of Model Disciplinary Orders and Disciplinary Guidelines
- Uniform Standards for Substance-Abusing Licensees
- Guidelines for Prescribing Controlled Substances for Pain
- Tip Sheets – English, Spanish, Chinese, Russian, Thai, Korean, Hmong, Vietnamese
- Guide to the Laws Governing the Practice of Medicine

DRAFT

- From Quackery to Quality Assurance
- Preserve a Treasure – Know When Antibiotics Work
- Medical Board Annual Report
- Medical Board Quarterly Newsletter
- Expert Reviewer Brochure
- Strategic Plan
- Sunset Review Report

The website also includes links to helpful documents and other entities' websites. Some of these useful links/topics include, but are not limited to:

- Advanced Health Care Directive Registry
- Consumer's Guide to Healthcare Providers
- HIPAA - Protecting the Privacy of Patients' Health Information
- Medical Spas - What You Need to Know
- Patient Access to Medical Records
- Resources Available to Help Reduce Cost to Patients of Life-Saving Mammograms
- How to Choose a Doctor / Physician License Information
- Role of the Medical Board of California
- Enforcement Process
- Conviction - How it Might Affect a Medical License
- California Guidelines for the Use of Psychotropic Medication with Children and Youth in Foster Care
- CURES Information
- End of Life Option Act
- Public Disclosure Information

The Board's website also includes frequently asked questions (FAQs) on numerous topics relevant to both the public and licensees. Some of these FAQs include:

- Complaint Process
- Controlled Substances Utilization Review and Evaluation System (CURES)
- General Office Practices/Protocols
- Internet Prescribing and Practicing
- Medical Records
- Physician Credentials/Practice Specialties
- Public Information/Disclosure
- Medical Assistants
- Cosmetic Treatments
- Fictitious Name Permits
- Postgraduate Training License
- BreEZe

DRAFT

- Supervising Physician Assistants
- iOS App

When invited and staff resources permit, the Board makes speaking appearances at community events to help to distribute relevant information and materials and raise awareness about the Board.

Finally, Board leadership and executive staff meet with consumers upon request, as appropriate, to discuss concerns and ideas for furthering the Board's mission.

DRAFT