



Board of Chiropractic Examiners

**Licensing/Continuing Education/Public Relations
Committee Meeting**

January 22, 2015



State of California
Edmund G. Brown Jr., Governor

NOTICE OF TELECONFERENCE
LICENSING, CONTINUING EDUCATION & PUBLIC RELATIONS
COMMITTEE MEETING

January 22, 2014

3:00 p.m.

One or more Committee Members will participate in this meeting at the teleconference sites listed below. Each teleconference location is accessible to the public and the public will be given an opportunity to address the Licensing, Continuing Education and Public Relations Committee at each teleconference location. The public teleconference sites for this meeting are as follows:

Teleconference Meeting Locations:

Corey Lichtman, DC
538 Stevens Ave.
Solana Beach, CA 92075
(858) 481-1889

Heather Dehn, DC
John Roza, Jr., DC
901 P St, #142A
Sacramento, CA 95814
(916) 263-5355

AGENDA

- 1. Call to Order**
- 2. Approval of Minutes**
October 2, 2014
- 3. Review and Discussion on Strategic Plan Action Items:**
 - Goal 1- Licensing
 - Goal 3 - Professional Qualifications and Continuing Education
 - Goal 5 - Public Relations and Outreach
- 4. Review and Discussion Regarding Proposed Outreach Publications**
 - About the Board
 - A Consumer's Guide to Chiropractic
- 5. Public Comment**

Note: The Committee may not discuss or take action on any matter raised during this public comment section that is not included on this agenda, except to decide whether to place the matter on the agenda of a future meeting. [Government Code Sections 11125, 11125.7(a).] Public comment is encouraged; however, if time constraints mandate, comments may be limited at the discretion of the Chair.
- 6. Future Agenda Items**
- 7. Adjournment**

T (916) 263-5355
F (916) 327-0039
TT/TDD (800) 735-2929
Consumer Complaint Hotline
(866) 543-1311

Board of Chiropractic Examiners
901 P Street, Suite 142A
Sacramento, California 95814
www.chiro.ca.gov

**LICENSING, CONTINUING EDUCATION
& PUBLIC RELATIONS COMMITTEE**

Heather Dehn, D.C., Chair
John Roza Jr., D.C.
Corey Lichtman, D.C.

Meetings of the Board of Chiropractic Examiners' Committee are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. Public comments will be taken on agenda items at the time the specific item is raised. The Board's Committee may take action on any item listed on the agenda, unless listed as informational only. All times are approximate and subject to change. Agenda items may be taken out of order to accommodate speakers and to maintain a quorum. The meeting may be cancelled without notice. For verification of the meeting, call (916) 263-5355 or access the Board's Web Site at www.chiro.ca.gov.

The meeting facilities are accessible to individuals with physical disabilities. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Marlene Valencia at (916) 263-5355 ext. 5363 or e-mail marlene.valencia@chiro.ca.gov or send a written request to the Board of Chiropractic Examiners, 901 P Street, Suite 142A, Sacramento, CA 95814. Providing your request at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.



State of California
Edmund G. Brown Jr., Governor

**Board of Chiropractic Examiners
TELECONFERENCE MEETING MINUTES
Licensing, Continuing Education & Public Relations Committee
October 2, 2014
901 P Street, Suite 142A
Sacramento, CA 95814**

Teleconference Locations with Public Access

Corey Lichtman, DC
538 Stevens Ave
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Heather Dehn, DC
John Roza Jr., DC
901 P Street #142A
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Committee Members Present

Heather Dehn, D.C., Chair
John Roza Jr., D.C.
Corey Lichtman, D.C.

Staff Present

Robert Puleo, Executive Officer
Linda Shaw, Staff Services Manager
Brianna Lauziere, Staff Services Analyst

Call to Order

Dr. Dehn called the meeting to order at 12:33 P.M.

Roll Call

Dr. Roza called roll. All Board members were present.

Approval of Minutes

**MOTION: DR. DEHN MOVED TO APPROVE THE MINUTES OF THE AUGUST 21, 2014
LICENSING, CONTINUING EDUCATION & PUBLIC RELATIONS COMMITTEE**

SECOND: DR. LICHTMAN SECONDED THE MOTION

VOTE: 3-0

MOTION CARRIED

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Update and Discussion on Council on Chiropractic Education's Meta-Analysis Project for Possible Recognition of International Applicants

Brianna Lauziere reached out to three California Board Approved Colleges and asked what their protocol is for accepting international applicants. Ms. Lauziere received responses from Life Chiropractic College West and Southern California University of Health/Los Angeles College of Chiropractic. The committee members reviewed the colleges' responses.

Mr. Puleo commented that the international applicants would have their previous education evaluated to determine what courses they would have a deficiency in and need to complete. Mr. Puleo stated that the applicants will be required to spend a minimum of 1 year at any California Board approved college not including any other courses that did not pass our requirements before receiving a degree. Ms. Shaw stated that international applicants that come from other countries will be recognized as students and are required to have their education evaluated in order to be considered for licensure in the State of California.

Joanne Wenzel, Bureau Chief of Bureau for Private Postsecondary Education explained the benefits of using independent evaluation services to assist with accepting international applicants. The colleges use these services to compare the student's transcripts and course work they have completed. They evaluate what is taught in the courses and determine if they match our education and standards required for a similar degree. It is then up to the institution to analyze the results for compliance with the Board's standards and accrediting requirements.

Mr. Puleo asked if the students are required to cover the cost for these services.

Ms. Wenzel stated that the student is responsible for this fee. The price is usually around a couple hundred dollars. Most institutions will not accept an international applicant without this analysis because it breaks down their education and distinguishes what areas and requirements they are lacking. Ms. Wenzel mentioned that the evaluating services used by the colleges belong to an association that is affiliated with National Association of Accrediting Evaluation Services. Ms. Wenzel understands the committee wants to help international applicants become licensed in California. The only way at this point is based on the way the regulations read. If the Council of Chiropractic Education (CCE) does not accredit international schools then the only way is to be evaluated and take additional courses required by California's standards.

Dr. Dehn summarized the information gathered by the committee. She is comfortable that there is a route for international students/chiropractors to take in order to become licensed in the State of California. International applicants must first have their education evaluated to determine what courses meet the Board requirements and what must be completed.

Dr. Craig Little participated via telephone to give the committee an update about the META-Analysis Project. Dr. Little mentioned he resigned from CCE a month ago and the opinion he gives will be his own, no CCE's.

Dr. Little stated that CCE US is not doing the review of the international standards. The review is being conducted by CCE International (CCEI) which is made up of representatives from different accrediting agencies. CCEI is doing a comprehensive mapping of education standards. It is not an evaluation of entrance standards or an analysis of chiropractic programs.

Dr. Dehn asked what the end goal for this analysis is. Dr. Little stated the end goal is to determine equivalence. Dr. Dehn asked at the end of the process will CCE be accrediting any of these international schools. Dr. Little was not able to speak for CCE.

Review and Discussion Regarding Possible Revisions to the Continuing Education Regulations for Establishing Guidelines for Auditing Continuing Education Courses, Approving Continuing Education Providers and/or Recognizing Accrediting Agencies

Dr. Kassie Donoghue from California Chiropractic Association (CCA) supports the Board's decision to have Continuing Education (CE) providers be approved by State Associations. Dr. Dehn asked what the process will be if we change how CE providers are approved. Dr. Donoghue explained the CE providers will submit their resume and courses to CCA to be voted on.

Dr. Roza asked about creating standards for approving CE providers. Mr. Puleo wants to build criteria for CE providers and instructors so we have standards to hold them accountable for.

Dr. Dehn asked the committee whether we should have the schools and associations approve our CE providers or institute more requirements on becoming providers and maintaining the process. Another direction we could go is to contract with accrediting agencies. Using accrediting agencies could turn into a longer process and end up costing more. Dr. Dehn's biggest concern is to make sure our CE providers are following all standards we put into place which is why it is important to establish requirements and guidelines to follow. Dr. Roza commented on holding our CE providers accountable for instructing meaningful courses.

Dr. Lichtman talked about his experience with CCA and how he had to become a part of the association in order to speak at their convention on behalf of Rock Tape. Mr. Puleo stated this is something we can change or discuss in the regulatory process. Dr. Dehn suggested we limit our choices to CCA, International Chiropractic Association of California, Chiropractic schools or accrediting agencies. She would like to see more research on accrediting agencies. Her biggest concern about going with an accrediting agency is the cost.

Dr. Lichtman talked about reviewing the fees. Dr. Dehn mentioned when we change the regulations the fee can be modified. Mr. Puleo stated that we will need to justify any fee changes. Dr. Dehn asked Ms. Shaw if we have the authority to increase application fees. Ms. Shaw explained we will have to calculate staff time and volumes to see if there is any reason to increase the cost. Mr. Puleo stated if we continue to regulate CE providers we will need to recover the cost.

Mr. Puleo and Ms. Shaw will work together on changing the regulations for the next meeting.

Lastly, Dr. Dehn asked about the process with the Board's Investigations Unit auditing the CE courses. Ms. Shaw went through all the new CE courses and there are currently 3 courses

that have not been audited. (2 online, 1 classroom). Ms. Shaw will continue to work with investigators auditing the CE courses.

Review and Discussion Regarding Creation of New Outreach Publications for the Board

Laura Kujubu from Department of Consumer Affairs Office of Publications, Design & Editing will be assisting the Board with creating information pamphlets. Ms. Kujubu brought examples of pamphlets and brochures from other Boards to look through.

Dr. Dehn would like our first pamphlet to inform the public about the Board of Chiropractic Examiners and what we do. Dr. Dehn would also like to create a "What to Expect when Visiting the Chiropractor" brochure to help educate consumers. Ms. Lauziere will work with the committee members on obtaining information about visiting the chiropractor and what to expect. Ms. Lauziere will meet with Mr. Puleo and Ms. Shaw to gather information about the Board to provide Ms. Kujubu and her design team with materials for the first pamphlet.

Ms. Kujubu asked the Board if they would like to reformat the Board's Strategic Plan for online publishing. Mr. Puleo agreed to reformat the Board's Strategic Plan.

Public Comment

There was no public comment.

Future Agenda Items

Dr. Dehn would like to review the strategic plan action items assigned to the Committee at the next Committee meeting.

Adjournment

Dr. Dehn adjourned the meeting at 2:45 P.M.

BCE Strategic Plan Action Items
Licensing/ Continuing Education /Public Relations Committee

	Goal	Action Item	Action Item Description	Responsible Part	Status
1	Licensing	1.3.1	Evaluate the curriculum of foreign schools to ensure it meets BCE requirements.	Admin Manager/ EO	<i>Completed Q3 2014</i>
2	Licensing	1.3.2	Determine standards of the Chiropractic Council of Education (CCE) and the Councils on Chiropractic Education International (CCEI) to meet minimum standards of equivalence.	Admin Manager/ EO	<i>Completed Q3 2014</i>
3	Licensing	1.3.3	Identify needed changes to existing regulations.	Admin Manager/ EO	<i>Completed Q3 2014</i>
4	Licensing	1.3.4	Present findings to the Licensing, Continuing Education, and Public Relations Committee.	Admin Manager/ EO	<i>Completed Q3 2014</i>
5	Qualification/CE	3.1.1	Define proficiency standards for Continuing Education (CE) providers with the Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee	Admin Manager, LIC/CE/PR Committee	<i>Q4 2014</i>
6	Qualification/CE	3.2.1	Review regulations to determine criteria for course content.	CE Manager	<i>In Progress Q3 2014</i>
7	Qualification/CE	3.2.2	Develop an auditing form/checklist for CE courses.	CE Manager	<i>Completed Q3 2014</i>
8	Qualification/CE	3.2.3	Provide a quarterly list of new CE providers and dates for upcoming courses to the Licensing, Continuing Education, & Public Relations Committee.	CE Manager	<i>On Going (Quarterly)</i>
9	Qualification/CE	3.2.4	The Licensing, Continuing Education & Public Relations (LIC/CE/PR) Committee assigns auditors to attend CE courses and audit providers.	CE Manager, LIC/CE/PR Committee	<i>On Going Q4 2014 (Quarterly)</i>
10	Qualification/CE	3.2.5	Submit audit forms to the CE Manager and take action as appropriate	CE Manager	<i>On Going</i>
11	Qualification/CE	3.3.1	Collect and evaluate complaints and compile statistics regarding enforcement trends and new laws related to CE course work.	CE Manager	<i>Q1 2016</i>

12	Qualification/CE	3.3.2	Develop a process to conduct random audits of licensees' compliance with CE regulations and course completion	CE Manager	<i>Completed Q3 2014</i>
13	Qualification/CE	3.3.4	Present findings to the LIC/CE/PR Committee to determine the next action items.	CE Manager, LIC/CE/PR Committee	<i>On Going (Quarterly)</i>
14	PR/Outreach	5.1.4	Executive Officer shares the gathered information with the LIC/CE/PR Committee.	EO & LIC/CE/PR Committee	<i>Q2 2015</i>
15	PR/Outreach	5.1.5	Establish Board communication protocols and best practices for the communication plan.	EO & LIC/CE/PR Committee	<i>Q3 2015</i>
16	PR/Outreach	5.1.6	Develop the BCE Communication Plan.	EO & LIC/CE/PR Committee	<i>Q4 2015</i>
17	PR/Outreach	5.5.2A	Present samples from the DCA Office of Publications, Design and Editing to the LIC/CE/PR Committee.	EO, Admin Manager, LIC/CE/PR Committee	<i>In Progress Q3 2014</i>
18	PR/Outreach	5.2.3A	LIC/CE/PR Committee Chair will form a task force to develop publication content.	EO, Admin Manager, LIC/CE/PR Committee	<i>Completed Q2 2014</i>
19	PR/Outreach	5.2.4A	Convene the task force to develop a prototype for the LIC/CE/PR Committee's review.	EO, Admin Manager, LIC/CE/PR Committee	<i>On Going Q2 2014- Q2-2015</i>
18	PR/Outreach	5.2.5A	Present the prototype to the Board for approval.	EO, Admin Manager, LIC/CE/PR Committee	<i>On Going Q3 2015</i>
19	PR/Outreach	5.2.2B	Draft newsletter articles for the LIC/CE/PR Committee's review.	EO, Admin Manager, LIC/CE/PR Committee	<i>On Going (Quarterly)</i>
18	PR/Outreach	5.3.2	Review the needs assessment findings and identify ideas for website enhancements.	EO, Admin Manager, LIC/CE/PR Committee	<i>On Going Q2 2017</i>
19	PR/Outreach	5.3.3	Present recommendations to the Board for approval.	EO, Admin Manager, LIC/CE/PR Committee	<i>On Going Q3 2017</i>

BCE Strategic Plan Action Items
Licensing/ Continuing Education /Public Relations Committee

GOAL 1: LICENSING

1.3 Determine the feasibility of recognizing equivalent educational standards with other countries.

Objective Measurement- Presentation of findings to the Licensing, Continuing Education, & Public Relations Committee.

Action Item

1.3.1 Evaluate the curriculum of foreign schools to ensure it meets BCE requirements. (Admin Manager/ EO)

1.3.2 Determine standards of the Chiropractic Council of Education (CCE) and the Councils on Chiropractic Education International (CCEI) to meet minimum standards of equivalence. (Admin Manager/ EO)

1.3.3 Identify needed changes to existing regulations. (Admin Manager/ EO)

1.3.4 Present findings to the Licensing, Continuing Education, and Public Relations Committee. (Admin Manager/ EO)

GOAL 3: PROFESSIONAL QUALIFICATIONS AND CONTINUING EDUCATION

3.1 Establish provider review standards for continuing education providers.

Objective Measurement- Completion of regulatory process.

Action Item

3.1.1 Define proficiency standards for Continuing Education (CE) providers with the Licensing, Continuing Education, & Public Relations (LIC/CE/PR) Committee. (Admin Manager, LIC/CE/PR Committee)

3.2 Develop a continuing education course auditing system to ensure providers are delivering quality instructions to licensees and take action against those providers who fail to meet these standards.

Objective Measurement- Developed auditing mechanism to maintain quality of CE courses and integrity of the CE process.

Action Item

3.2.1 Review regulations to determine criteria for course content. (CE Manager)

3.2.2 Develop an auditing form/checklist for CE courses. (CE Manager)

3.2.3 Provide a quarterly list of new CE providers and dates for upcoming courses to the Licensing, Continuing Education, & Public Relations Committee. (CE Manager)

3.2.4 The Licensing, Continuing Education & Public Relations (LIC/CE/PR) Committee assigns auditors to attend CE courses and audit providers. (CE Manager, LIC/CE/PR Committee)

3.2.5 Submit audit forms to the CE Manager and take action as appropriate. (CE Manager)

3.3 Evaluate effectiveness of compliance with continuing education regulations to ensure competency.

Objective Measurement- Presentation of findings to the Licensing, Continuing Education, & Public Relations Committee.

Action Item

3.3.1 Collect and evaluate complaints and compile statistics regarding enforcement trends and new laws related to CE course work. (CE Manager)

3.3.2 Develop a process to conduct random audits of licensees' compliance with CE regulations and course completion. (CE Manager)

3.3.4 Present findings to the LIC/CE/PR Committee to determine the next action items. (CE Manager/ LIC/CE/PR Committee)

GOAL 5: PUBLIC RELATIONS AND OUTREACH

5.1 Partner with DCA to establish internal and external communication protocols.

Objective Measurement- Develop communication plan is approved by the Licensing, Continuing Education, & Public Relations Committee.

5.1.4 Executive Officer shares the gathered information with the LIC/CE/PR Committee. (EO & LIC/CE/PR)

5.1.5 Establish Board communication protocols and best practices for the communication plan. (EO & LIC/CE/PR)

5.1.6 Develop the BCE Communication Plan. (EO & LIC/CE/PR)

5.2 Through the DCA Office of Publication, Design, and Editing, develop consumer education materials in different languages to assist consumer in making informed decisions.

Objective Measurement- Consumer education material is created, approved by the Board, and distributed to stakeholders and target audiences.

Action Item

5.2.2A Present samples from the DCA Office of Publications, Design and Editing to the LIC/CE/PR Committee. (EO, Admin Manager, LIC/CE/PR Committee)

5.2.3A LIC/CE/PR Committee Chair will form a task force to develop publication content. (EO, Admin Manager, LIC/CE/PR Committee)

5.2.4A Convene the task force to develop a prototype for the LIC/CE/PR Committee's review. (EO, Admin Manager, LIC/CE/PR Committee)

5.2.5A Present the prototype to the Board for approval. (EO, Admin Manager, LIC/CE/PR Committee)

Objective Measurement- Quarterly newsletter is created and distributed to stakeholders and target audiences.

Action Item

5.2.2B Draft newsletter articles for the LIC/CE/PR Committee's review. (EO, Admin Manager, LIC/CE/PR Committee)

5.3 Collaborate with DCA to optimize the Board's website

Objective Measurement- Identified website enhancements are approved by the Board and updated on the BCE website

Action Item

5.3.2 Review the needs assessment findings and identify ideas for website enhancements. (EO, Admin Manager, LIC/CE/PR Committee)

5.3.3 Present recommendations to the Board for approval. (EO, Admin Manager, LIC/CE/PR Committee)

[Front cover]
BCE LOGO
Board of Chiropractic Examiners

[panel 1]

Who We Are

Created in December 1922, the Board of Chiropractic Examiners (Board) regulates the chiropractic profession in California. The Board protects Californians from licensed and unlicensed individuals who engage in the fraudulent, negligent, or incompetent practice of chiropractic.

The Board ensures that only applicants who have completed the necessary education, examination, and experience requirements receive a California license to practice chiropractic. It oversees approximately 13,000 licensed Doctors of Chiropractic (D.C.s), often called chiropractors, and 19 chiropractic schools and colleges in the United States and Canada.

In addition to licensing individuals and [what other entities should we list?], the Board provides license status information, investigates consumer complaints, and pursues disciplinary actions.

Visit the Board website at www.chiro.ca.gov for more information.

[panel 2]

What Is Chiropractic?

Chiropractic is a health care profession that emphasizes the power of one's own body to heal itself, without the use of drugs or surgery. [The practice of chiropractic focuses on the relationship between structure (primarily the spine) and function (as coordinated by the nervous system), and how that relationship affects one's health. [D1]]

[what sort of conditions would prompt a consumer to come to a chiropractor?]

Typical chiropractic treatments use manual adjustments to spine and/or arms and legs. [Physiotherapy and other soft tissue techniques] [D2] through exercise and rehabilitation are also used to improve function and condition. The chiropractic approach is prevention-based, focusing on diet, exercise, and lifestyle, and emphasizes natural methods to wellness that includes nutrition, vitamins, minerals, herbs, and other options. [what are some examples of treatments? Found these online: heat or ice, corsets or braces, ultrasound, strength and conditioning exercises, biofeedback, relaxation therapy.]

[panel 3]

Who We Are/Licensees

General Information About What the Board Does and What the Board's Responsibilities are Regarding the
The Board's Role in the State

Answer: The Board's primary mandate is to enforce the Chiropractic Initiative Act (the ACT). The Act became effective on December 21, 1922, through an initiative measure approved by the electors of California on November 7, 1922. The act created the Board to establish standards for chiropractic education and services. The Board protects and serves the consumers of California through enforcement of the chiropractic profession and oversight of approximately 14,000 California licensed chiropractic and 19 chiropractic schools and colleges.

The Board continually strives to fulfill its state mandate and mission in the most efficient manner, by exploring new policies and revising existing policies, programs, and processes. The Board is continually committed to increasing the quality and availability of services it offers to stakeholders. [03]

[panel 4]

Who We Are/Consumers

General information about BCE protects consumers - e.g., license verification, info about filing a complaint

The Board regulates California-licensed chiropractors who provide chiropractic care in a variety of settings. In overseeing the chiropractic industry and fulfilling its mission to protect consumers, the Board performs a number of activities, including:

Setting Educational Requirements

The Board's requirements, including its regulation of continuing education, prepare individuals to become licensed chiropractors.

Evaluating Licensure Applications

Applications are carefully evaluated to determine whether applicants meet all licensure requirements. To be licensed, the applicant must complete the educational requirements, pass a national licensing examination, and be cleared through a background check for conviction of any crime that may make the applicant ineligible for licensure.

Enforcing Chiropractic Standards

Contact the Board if you wish to file a complaint against your chiropractor. The Board is responsible for investigating complaints and taking any disciplinary actions. [04]

[panel 5] Our Mission

To protect the health, welfare, and safety of the public through licensure, education, and enforcement in chiropractic care.

[panel 6]

[BCE logo and DCA logo]

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901 P Street, Suite 142A
Sacramento, CA 95814

Phone: (916) 263-5355
CA Relay Service TT/TDD: (800) 735-2929
Consumer Complaint Toll-Free Hotline: (866) 543-1311

E-mail: chiro.info@dca.ca.gov

"Like" us on Facebook and follow us on Twitter. [Insert Icons]

A Consumer's Guide to the Board of Chiropractic Examiners

DESIGN: Put the mission statement on one of pages of brochure

Mission

The mission of the Board of Chiropractic Examiners is to protect consumers from fraudulent, negligent, or incompetent chiropractic practice.

Introduction

The Board of Chiropractic Examiners (Board) regulates the chiropractic profession in California, protecting consumers from licensed and unlicensed individuals who engage in the fraudulent, negligent, or incompetent practice of chiropractic. The Board has the authority to require licensees to abide by provisions of the Chiropractic Initiative Act, Business and Professions Code, and sections of the California Code of Regulations relating to the practice of chiropractic.

The Board achieves its mission to protect consumers through its specific requirements and programs:

- **Education:** Gauges the demonstrated entry-level competence of a chiropractor prior to licensure.
- **Board licensing:** Assures consumers that the chiropractic doctor has completed their academic and clinical training, passed national and State examinations, and completed a background check.
- **Continuing education:** Ensures licensees maintain up-to-date knowledge of the chiropractic profession.
- **Enforcement:** Disciplines licensees who violate the laws and regulations.

What Is Chiropractic Care?

[what is chiro and what do DCs do?]

[what conditions do DCs treat?]

[what does "DC" stand for and in general are the education, examination qualifications, and licensing requirements required to get this degree?]

How Do I Select a Chiropractor?

The Board advises consumers to check the license of any individual claiming to be a chiropractic doctor. Chiropractic doctors must renew their license annually and post their license in plain view for consumers to see. You can verify a license by checking our website at www.chiro.ca.gov and clicking on "License Search." The search can also reveal additional information, such as whether the licensee has a pending disciplinary action or prior disciplinary action, or whether his or her license is on probation. You can also find out this information by contacting the Board by phone at (916) 263-5355 or toll-free at (866) 543-1311.

In addition to verifying a chiropractor's license, ask your health care provider, family, and friends for recommendations.

[sample interview questions for consumers to ask DCs?]

[What are fees and payment plans?]

[what other basic ways to find a qualified, reputable chiropractor? check bbb?]

What Can I Expect at a Chiropractic Appointment?

[What are the types of services?]

[What is a chiro's scope of practice?]

[What are some consumer warnings and red flags/health & safety guidelines?]

[What are your consumer rights as far as chiro care?]

How to File a Complaint

Contact the Board if you wish to file a complaint against your chiropractor. The Board is responsible for investigating complaints and any disciplinary actions. [?]

All complaints *must* be in writing. To obtain a complaint form, visit the Board's [Forms and Applications](#) web page. The written statement should include the nature of your complaint with specific details and any documents related to your complaint, such as patient records, photographs, contracts, invoices, and correspondence. You do not need to refer to specific sections of the law that you feel have been violated. [How does the complainant submit the complaint—u.s. mail, fax, email?]

Although anonymous complaints will be reviewed, they may be impossible to pursue without support from the complainant.

Complaints alleging sexual misconduct, gross negligence/incompetence, and insurance fraud are given priority attention and may be referred immediately to investigation. The Board also has jurisdiction over other categories of complaints, including but are not limited to, conviction of a criminal offense, deceptive or misleading advertising, and unlicensed practice.

The Board does not have jurisdiction in fee or billing disputes, general business practices, and personality conflicts. However, other civil channels are available to handle these issues.

What Is the Board's Complaint Process?

Following receipt of a complaint, the Board mails a notice of receipt to the complainant. Each complaint is reviewed to determine the course of action for the alleged violation or whether the Board has jurisdiction. California law requires the Board to have clear and convincing evidence of a violation in order to sustain disciplinary action. Consequently, the Board's investigative process can be lengthy.

If a complaint is substantiated after Board review or investigation, there are different actions that can be taken against the license. Formal disciplinary action may range from a public reprimand, probation, or even license revocation. As an alternative to formal discipline, the Board can issue a citation. Citations are considered sanctions and are issued in cases involving minor violations of a law or regulation governing the practice of chiropractic.

If you need help with a chiropractor issue, visit the Board's website at www.chiro.ca.gov or call the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210 or the Board at (916) 263-5355.

[NOTE: The Forms and Applications section is located in the "Applicants" section. How about including a link also in the "Consumers" section?]

Join Mailing List

Receive important information about the Board by subscribing to its e-mail subscription list. Go to the Board's website and click on "Join Our Mailing List" under "Quick Hits," and submit your email address.

Also, stay connected by "liking" us on Facebook  and following us on Twitter. 

For More Information

[Give additional resources info?]

