



April 23, 2010

Dear Clients:

California physicians will have until June 27, 2010 to notify patients in their offices or otherwise inform patients about how to contact the Medical Board of California to file quality of care complaints. The regulation provides for different methods by which you can satisfy the requirements; PMC recommends that you post a sign in the office as the easiest method.

The regulation comes in response to concerns that some patients do not notify the Medical Board about quality of care lapses.

We recommend this be accomplished by displaying a sign in your reception area containing the following information:

**NOTICE TO CONSUMERS**  
**Medical Doctors are Licensed and Regulated by**  
**the Medical Board of California**  
**(800) 633-2322**  
**[www.mbc.ca.gov](http://www.mbc.ca.gov)**

Please note that the regulation is specific in the requirements for the sign itself. The sign must be prepared using at least 48-point type in Arial font. For your convenience, you may download a properly-formatted sign at [http://www.medbd.ca.gov/licensee/notice\\_to\\_consumers\\_regulation\\_Sample\\_sign.pdf](http://www.medbd.ca.gov/licensee/notice_to_consumers_regulation_Sample_sign.pdf)

Please contact us if you have any questions regarding this new regulation.

Thank you.

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