

Patient Complaint Resources

The Minnesota Opioid Prescribing Guidelines support and promote patient-centered care in the treatment of painful conditions. Despite a strong emphasis on patient safety, some patients experience treatment that contradicts the community standards of care.

Care that can have negative consequences for patients includes, but is not limited to:

- Abrupt discontinuation of chronic opioid therapy
- Poorly managed hand-offs between providers
- Lowering doses too rapidly
- Stigmatizing patients who use opioids

Patients and their family members have a variety of options to share concerns about negative health care experiences.

As an important first step, patients should contact their clinic or insurance carrier. Generally, clinics have an email address, webpage or phone number for the Patient Representative department, which is where patients can provide feedback about an individual provider or clinic. Health insurers typically have similar outlets.

Next, the Minnesota Department of Health has an extensive [directory for health care related complaints](#). The directory includes, but is not limited to:

- Long-term care and skilled nursing facilities ([Minnesota Adult Abuse Reporting Center](#))
- Hospitals ([Minnesota Adult Abuse Reporting Center](#))
- Doctors and other providers ([Board of Medical Practice](#))
- Health carriers and HMOs ([Department of Commerce](#))

Finally, the Minnesota Department of Human Services offers resources for individuals enrolled in Minnesota Health Care Programs (commonly referred to as Medicaid or Medical Assistance and MinnesotaCare):

- [DHS Ombudsman Office](#)
- [Long-Term Care Ombudsman](#)
- Reports on behalf of [vulnerable adults](#)
- [Office of Inspector General](#) for reporting Medicaid fraud and abuse