



Notification requirements for registered health practitioners

If you believe a registered health practitioner, or student, may be at risk of causing harm to a patient or the public you must contact the Office of the Health Ombudsman.

Mandatory notifications

As a registered health practitioner, you must notify the Office of the Health Ombudsman (OHO)—by way of a **mandatory notification**—if you have reason to believe a:

- fellow registered health practitioner has engaged in **notifiable conduct**
- or
- student has an impairment which, in the course of their clinical training, would likely place the public at substantial risk of harm.

The *Health Practitioner Regulation National Law Act 2009* requires that mandatory notifications be made as soon as practicable.

Mandatory notifications are an important way in which health service providers are able to protect the health and safety of the public. Notifications can also result in practitioners suffering from certain impairments getting the help they need so they can get well and continue practising safely.

How to make a notification

You can make a notification to the Health Ombudsman by downloading a *notification form* from our website and emailing or posting it to us.

You can also call us to make a notification, or for more information on the process and your rights and responsibilities.

Notifiable conduct

If you believe a fellow registered health practitioner has engaged in notifiable conduct you must make a mandatory notification to the OHO.

Notifiable conduct includes:

- practicing while intoxicated by alcohol or drugs
- engaging in sexual misconduct with a patient
- practicing despite having a health impairment that is likely to put patients or the public at risk of substantial harm
- practicing in a way that differs significantly from accepted professional standards causing risk of harm.

Your complaints process

Practitioners are encouraged to find out what processes and procedures their employers have in place for complaints handling and making mandatory notifications. Complaints provide an opportunity for health service providers to improve the quality of their service and deliver the best care possible.

Contact the OHO

Visit: www.oho.qld.gov.au

Email: complaints@oho.qld.gov.au

Call: 133 OHO (133 646)

Write: PO Box 13281 George Street
Brisbane Qld 4003