



STATE OF MARYLAND

DHMH

Board of Physicians

Maryland Department of Health and Mental Hygiene

4201 Patterson Avenue • Baltimore, Maryland 21215-2299

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

August 7, 2008

Lisa Banks Turner
117 Kings Court
Centreville, Maryland 21617

Dear Ms. Turner:

This letter acknowledges receipt of your complaint to the Board of Physicians (the "Board").

The Board will conduct a preliminary investigation into the allegations. This will include requesting a response from the health care practitioner, and/or obtaining medical records and any other material pertinent to the investigation. There are no witness interviews obtained during the preliminary investigation.

After review of the findings, the Board will make a determination either to close the case for lack of sufficient evidence to support a violation of the Medical Practice Act, or open the case for a full investigation. You will be notified by letter of the outcome of your complaint.

Although the Board tries to resolve the preliminary investigation within 120 days, occasionally it may take longer due to circumstances beyond our control.

Please be advised that the Board does not have the legal authority to order reimbursements, or mediate fee disputes with a health care practitioner. In addition, all information gathered during the course of the investigation is confidential and may not be disclosed by the Board pursuant to the law.

Thank you for taking the time to submit your complaint. If you would like more information regarding the Board, please visit our web page at www.mbp.state.md.us.

Sincerely,

Carol Palmer

Supervisor, Intake Unit