

## **How do I file a complaint?**

The commissioner of health has the authority to investigate complaints and discipline occupational therapists and occupational therapy assistants who provide services in an incompetent or negligent manner or who are not properly licensed to practice in the state of Minnesota.

To speak with someone about concerns or for more information about the complaint process contact the Health Occupations Program at the Minnesota Department of Health at 651-201-3729

## **What if I have questions about a physical therapist?**

The Minnesota Department of Health does not regulate physical therapists. Contact the Minnesota Board of Physical Therapy, 2829 University Avenue SE, Suite 315, Minneapolis, Minnesota 55414-3222 or call 612-627-5406.

Minnesota Department of Health

Health Occupations Program

P.O. Box 64882

St. Paul, Minnesota 55164-0882

Complaints: 651-201-3729

Toll free: 1-800-657-3837

Credentials: 651-201-3725 (OT)

651-201-3724 (OTA)

Web:

<http://www.health.state.mn.us/divs/hpsc/hop/otp/index.html>

To obtain a copy of this document in another format, such as large print, Braille or cassette tape please call 651-201-3729.



*Protecting, maintaining and improving the health of all  
Minnesotans*

## **Occupational Therapy: Assuring Competent Care from Qualified Occupational Therapists and Occupational Therapy Assistants**

A consumer guide to information  
and rights protected by law

- Purpose and goal of occupational therapy
- Types of activities and services provided by an occupational therapist
- Title and qualifications of the person treating you
- Your rights as a consumer
- Professional, competent and ethical treatment
- Filing a complaint or checking credentials

## **What is an occupational therapist and an occupational therapy assistant?**

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Occupational therapists (OT) and occupational therapy assistants (OTA) are licensed practitioners. The OT and OTA use everyday life activities to improve function and performance for those limited by:

- Physical injury or illness
- Cognitive impairment
- Psychosocial dysfunction
- Sensory impairment
- Developmental or learning disability
- Environmental barriers

The practice of occupational therapy includes evaluation, assessment, treatment and consultation.

## **What is the goal of occupational therapy?**

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- To help people who are at risk for illness, disability, injury, impairment or activity limitation achieve the highest level of function and quality of life.
- To prevent deterioration of functional skills used in everyday life.

## **What does the practice of occupational therapy include?**

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- Train individuals or caregivers in daily living skills such as dressing, eating, safety and home management skills
- Develop physical, cognitive, neuromuscular and behavioral skills
- Promote education, work and exercise
- Modify environment, apply ergonomic principals and be involved in care coordination and case management
- Develop sensory, neuromuscular and motor skills
- Evaluate and train in use of rehab devices, wheelchair mobility, orthotics, prosthetics and adaptive driving
- Design and fabricate splints

## **How do I know if an occupational therapist is qualified to practice in Minnesota?**

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An OT and OTA must:

- Be licensed to practice by the Minnesota Department of Health

- Possess educational credentials and pass a national exam
- Meet continuing education requirements

## **What are my rights as a consumer of an OT/OTA?**

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- You have the right to be treated by a licensed therapist.
- You have the right to receive competent, professional and ethical treatment.
- You have the right to be referred for a medical evaluation when appropriate.
- You have the right to confidentiality of medical records unless otherwise authorized by you.

## **What type of service is unlawful?**

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- Engaging in dishonest, incompetent or unethical conduct
- Engaging in conduct with a client that is sexual or reasonably perceived by the client to be sexual
- Misleading or false advertising
- Failing to refer a client for a medical evaluation when appropriate
- Engaging in fraudulent billing practices