

Washington's Laboratory Complaint Process

The Laboratory Quality Assurance (LQA) office investigates all relevant complaints concerning laboratories licensed under the medical test site (MTS) law. The office doesn't investigate complaints about OSHA/WISHA concerns, or billing issues. LQA requests that complaints be made in writing outlining the specific details of the issue that cannot or have not been resolved by the laboratory administration. The complainant's identity is not required; however, if the investigation results in legal action, LQA cannot guarantee the complainant's anonymity in those proceedings. Washington state has a whistleblower law to protect employees who file complaints against their employer.

Use these contact options to file a complaint about a laboratory, hospital, pharmacy, other licensed facility, and licensed professionals. LQA itself does not investigate complaints about physicians, nurses, or any other health care professionals, but the complaint can be filed using the same contact information below.

Online: [Complaint form](#)

FAQ: Please read the Frequently Asked Questions section before completing the online form!

Online Form: Select the **"Begin Complaint Process"** button at the bottom of the page to complete and submit the online form.

NOTE: If you would prefer a PDF or Microsoft Word version on the form to complete, please call 360-326-2620 or select the **"by email"** link to request a form.

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Manual form: If you complete the form manually, you can submit the completed form by:

E-Mail:

HSQAComplaintIntake@doh.wa.gov
Mail: Washington State Department of Health
Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857

Fax: 360-236-2626

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Practice Guidelines

The following practice guidelines have been developed by the Clinical Laboratory Advisory Council. They can be accessed at the [LQA website](#).

Acute Diarrhea	Lipid Screening
Anemia	PAP Smear Referral
ANA	Point-of-Care Testing
Bioterrorism Event Mgmt	PSA
Bleeding Disorders	Rash Illness
Chlamydia	Red Cell Transfusion
Diabetes	Renal Disease
Group A Strep Pharyngitis	STD
Group B Streptococcus	Thyroid
Hepatitis	Tuberculosis
HIV	Urinalysis
Infectious Diarrhea	Wellness
Intestinal Parasites	

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LQA Website: You can also access the complaint submission process on the [LQA website](#).

From the "We can help you" section select "**File a Complaint**".

- This will take you to "**The Complaint and Disciplinary Process**" section.
 - Scan down the page to find the "**Complaint forms**" section
- Select "**Health facility complaint information**" to access the Frequently Asked Questions. Please read the FAQs prior to completing the complaint form.
- To file the complaint, select "**Complaint Forms**" in the box to the left near the top of the screen
 - Scan down the main page and find "**Facility and Health Care Professional Forms**".
- Select the "**Online**" option and then select the "**Begin Complaint Process**" button at the bottom of the page to complete and submit the online form
- Note: If you would prefer a PDF or Microsoft Word version on the form, please call 360-326-2620 or select the "**by email**" link.

Manual form: If you complete the form manually, you can submit the completed form by:

E-Mail: HSQAComplaintIntake@doh.wa.gov

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NOTE: Letters to the editor may be published unless specified otherwise by the author.

Website access:

[Department of Health](#)
[Laboratory Quality Assurance](#)
[Public Health Laboratories](#)

Mail:

Washington State Department of Health
Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857

Fax: 360-236-2626

Every complaint is evaluated and prioritized by its potential effect on consumers, residents, or patient health and safety. Based on the priority of the complaint, we conduct an investigation that may include an on-site unscheduled visit, interviews, and records review. When the investigation is complete, a letter is sent to the person who filed the complaint. State regulations do not allow the release of the investigation findings until the investigation is complete.

**FOR MORE INFORMATION ON
CORONAVIRUS, PLEASE USE THE
[DOH WEBSITE](#)**

27th Annual Clinical Laboratory Conference

November 9, 2020

Mark Your Calendars Now!!!

Calendar of Events

Training Classes:

[2020 Northwest Medical Laboratory Symposium](#)

October 14-17 Portland, OR

[27th Annual Clinical Laboratory Conference](#)

November 9 Tukwila, WA

Contact information for the events listed above can be found on page 2. The Calendar of Events is a list of upcoming conferences, deadlines, and other dates of interest to the clinical laboratory community. If you have events that you would like to have included, please mail them to ELABORATIONS at the address on page 2. Information must be received at least one month before the scheduled event. The editor reserves the right to make final decisions on inclusion.



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Shoreline, WA 98155

For persons with disabilities, this document is available upon request in other formats. To submit a request, please call 1-800-525-0127 (TTY/TDD 1-800-833-6388).