

(3) INSTITUTE AN INTERNAL CLIENT COMPLAINT INVESTIGATION PROCESS THAT INCLUDES:

(I) NOTICE TO THE CLIENT OR THE CLIENT'S REPRESENTATIVE OF THE COMPLAINT PROCESS; AND

(II) PROTOCOLS TO INVESTIGATE COMPLAINTS;

(4) PROVIDE NOTICE TO CLIENTS OF THE DEPARTMENT'S COMPLAINT HOTLINE NUMBER FOR COMPLAINTS ABOUT THE SERVICES PROVIDED BY AN INDIVIDUAL REFERRED BY THE NURSING REFERRAL SERVICE AGENCY; AND

(5) ALLOW CLIENTS TO ACCEPT OR REJECT, AT THEIR DISCRETION, ANY LICENSED HEALTH PROFESSIONAL OR CARE PROVIDER REFERRED BY THE NURSING REFERRAL SERVICE AGENCY.

(C) (1) FOR EACH LICENSED HEALTH PROFESSIONAL AND CARE PROVIDER, A NURSING REFERRAL SERVICE AGENCY SHALL:

(I) APPLY TO THE CENTRAL REPOSITORY FOR A STATE CRIMINAL HISTORY RECORDS CHECK; OR

(II) REQUEST A PRIVATE AGENCY TO CONDUCT A BACKGROUND CHECK.

(2) (I) AS PART OF THE APPLICATION FOR A CRIMINAL HISTORY RECORDS CHECK, THE NURSING REFERRAL SERVICE AGENCY SHALL SUBMIT TO THE CENTRAL REPOSITORY:

1. TWO COMPLETE SETS OF LEGIBLE FINGERPRINTS OF THE LICENSED HEALTH PROFESSIONAL OR CARE PROVIDER TAKEN ON FORMS APPROVED BY THE DIRECTOR OF THE CENTRAL REPOSITORY; AND

2. THE FEE AUTHORIZED UNDER § 10-221(B)(7) OF THE CRIMINAL PROCEDURE ARTICLE FOR ACCESS TO MARYLAND CRIMINAL HISTORY RECORDS.

(II) IN ACCORDANCE WITH §§ 10-201 THROUGH 10-228 OF THE CRIMINAL PROCEDURE ARTICLE, THE CENTRAL REPOSITORY SHALL FORWARD TO THE LICENSED HEALTH PROFESSIONAL OR CARE PROVIDER AND THE NURSING REFERRAL SERVICE AGENCY A PRINTED STATEMENT LISTING THE CRIMINAL CONVICTIONS OF THE LICENSED HEALTH PROFESSIONAL OR CARE PROVIDER.

(III) INFORMATION OBTAINED FROM THE CENTRAL REPOSITORY UNDER THIS SUBSECTION:

1. IS CONFIDENTIAL AND MAY NOT BE REDISSEMINATED; AND

2. MAY BE USED ONLY FOR THE SCREENING PURPOSE AUTHORIZED BY THIS SUBSECTION.