

Executive Council of Physical Therapy and Occupational Therapy Examiners Compact with Texans

About the Agency

As an independent administrative governmental agency, the Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE) is dedicated to upholding the highest standards of excellence, ethical conduct, and fiscal integrity in all our endeavors. We support the regulation of physical therapy and occupational therapy and the investigation of violations to ensure the health safety and welfare of for the people of Texas.

The ECPTOTE operates with a dual focus on supporting the regulation of physical therapists and occupational therapists, as well as investigating violations of the practice acts governing these professions. Our dedicated staff, organized into administrative support, licensing, and enforcement divisions, embody our core values of excellence, integrity, recognition, efficiency, and customer service. By faithfully adhering to these values and objectives, we aim to demonstrate our commitment to consistent, fair, and sensible licensing and regulation, thereby earning the trust and confidence of the public and the people we regulate.

Licensing

When applying for a license to practice Physical Therapy (PT) or Occupational Therapy (OT), we require all necessary components (e.g., signed application, affidavits, fees, exam results, etc.) before we can complete the licensing process for your application or renewal. Once all required components are received, we typically issue a license within 10 business days and renew a license within 10 business days. Applicants for initial licensure may monitor the status of their application on our website or contact us for updates.

Enforcement

Our goal is to resolve all complaints within 6 months, with most cases concluded within 90 days. While we strive for this target, more complex cases may require additional time. The assigned investigator will provide the necessary parties with a written response to their complaint within 10 working days. Throughout the investigation, the necessary parties will receive updates every 90 days on the status of the case and will be informed again upon final resolution of the case.

Customer Service

At ECPTOTE, we are devoted to delivering exceptional customer service. In pursuit of this commitment we:

- Treat customers with courtesy and respect.
- Provide customers with prompt and responsive assistance.
- Furnish customers with accurate and timely information.
- Pursue continuous enhancement in all the services we offer.

How to Contact ECPTOTE

Our Customer Service representatives are typically available by phone from 8:00 am to 5:00 pm, Monday through Friday. In the event that a customer needs to leave a voicemail, you can generally expect a response within 24-48 hours, unless the recipient is physically unable to respond.

Helpful Numbers:

Office: 512-305-6900

Contact us by email: info@ptot.texas.gov

Mailing Address: 1801 Congress Ave Ste 10.900
Austin, Texas 78701

Website: ptot.texas.gov

Complaint Handling

The ECPTOTE diligently investigates all complaints against licensees of the Texas Board of Physical Therapy Examiners and the Texas Board of Occupational Therapy Examiners. If you have a complaint against a licensee of either board, we encourage you to submit it in writing. Complaint forms are available in both paper and online formats via the "File a Complaint" section of our website.