

Hong Kong Public Hospitals,
Department of Health and Universities Doctors Association

Improvement in Medical Complaint System

We suggest the formation of an independent office for initial complaint handling.

Function

1. Initial complaint handling.
2. Investigate and disclosure of findings to the complaint.
3. Arbitration between different parties if required.
4. Assisted referral to proper channel for disciplinary consideration.
5. Community education on patient and healthcare provider rights and responsibilities.

Advantage

1. Public perception of impartiality.
2. Creation of a buffer zone between professional carer and patients.
3. No major change in the present disciplinary system is needed.
4. Community education

Disadvantage

May encourage indiscriminate use of the complaint mechanism – one method of demand management may be self financed operation with fixed government subvention.