

Medical Complaints

A-075

Date: 8-22-2002

Handling of Patient Care Complaints

The Union Vale Board of Fire Commissioners specifies that this policy shall govern the handling of a complaint involving patient care when rendered by Union Vale Fire Company personnel, thus ensuring that complaints are handled quickly and fairly and that corrective action if required is taken.

All complaints or concerns regarding a members action or inaction that effects patient care or are in question, shall be put in writing in the form of a district incident report. This report will be presented to the Union Vale Fire Company Rescue Squad Captain or in a case that involves the Rescue Squad Captain to a Rescue Squad Lieutenant not involved in the case. That officer shall gather all relevant information and documentation including but not limited to:

- Patient Care Report (PCR)
- Any Incident Reports
- Witness statements as appropriate
- Any patient outcome or hospital treatment reports that do not violate patient confidentiality
- Any other relevant documentation

This information will be taken to the Union Vale Fire District medical control officer or his/her representative. The medical control officer and/or their representative will review the information and conduct an investigation of the incident. The medical control officer's findings will be presented to the Rescue Squad Captain or the appropriate Union Vale officer along with a recommendation for action if required.

The Union Vale Fire District will then either accept the finding and recommendations or decide to take matter to the regional EMS council or New York State D.O.H. for further action as they may see fit.

At no time should any individual or agency that is not directly involved in the complaint be contacted, consulted or given information about the complaint or incident.

Any individual found to be discussing a concern or sharing information with others that are not directly involved in the incident or taking the complain outside the Union Vale Fire District without approval of the Rescue Squad Captain or Medical Control Officer shall be subject to disciplinary action.

A report of the findings and any action taken or recommended will be placed in the personnel file of all individuals directly involved in the incident.