

# **Submit Medical Complaints**

## **About the Service**

This service enables patients, their relatives or their representatives to submit medical complaints related to diagnosis, treatment or other medical procedures received in EHS hospitals and healthcare or specialized centers.

## **Service Process**

- Register in the digital-services, create user name and password (If not yet registered), and login "If using digital channels"
- Submit the complaint through the available channels
- The Facility at which the complainant was treated will be contacted
- The complainant will be contacted to supply any other medical reports related to the subject of the complaint
- The defendant will be summoned to a hearing
- The committee will meet to discuss and complaint related reports
- The Customer will be informed that the case has been investigated, the committee decision will be forwarded to him, and the necessary actions will be taken

## **Required Documents**

- Complaint (written on the approved form) ""In case submitted in writing"".
- Complainant (patient) ID or an ID proving the relationship between patient and complainant
- Available medical reports

## **Conditions & Requirements**

1. Complaints must be filed within a period not exceeding 3 years from the incident
2. Complaints can be filed by the patient, his/her parents, first degree relatives or the person assigned by the patient or his/her family
3. Complaints must be submitted in writing on the approved form, or through the medical complaints digital system.
4. In case of submitting the complaint in writing, it must be signed, with name, address and contact details of the complainant clearly stated.
5. The subject of the complaint must be clearly stated, including the name of the patient, name of the health facility and name/s of medical staff, if possible
6. Medical reports should be attached
7. Cause of complaint must be clearly stated
8. An ID proving the complainant's relationship with the patient is required ""If the complaint is submitted by the patient relatives""

## **Service completion duration**

- 12 weeks

## **Service Fees**

Free

## **Service channels**

Service Delivery Centers

Call Center

EHS Website

## **Service locations**

- The EHS Website
- Health facility (where the incident took place)
- EHS Call Center (8008877)
- Medical Liability Section - EHS
- Investigative authority (prosecution or police)
- Competent courts
- National Customer Relationship Management (NCRM) System

## **Target audience**

- Patients of all ages who have received medical services at government healthcare facilities
- Patient Relatives & Representatives

## **Department name**

Governance & Risk Management Department

## **Sector name**

Director General Sector

## **Main Service**

Complaints and Medical Liability

## **Service Code**

400-19-006-000

## **Service Type**

Transactional

## **Sub Service Type**

Variation

## **Service Classification**

Good Health And Well-Being