

MEDICA

Issue Categories for Clinic Complaint Reporting

Access

- Inability to obtain referral
- Delay in obtaining service
- Delays in appointment scheduling
- Excessive wait times
- Inability to access/obtain medical information
- Lack of availability of special services
- Inadequate geographic options

Communication /Behavior (Provider/Member communication)

- Rude/uncaring/disrespectful
- Rushed/did not listen/amount of time spent was inadequate
- Inadequate education/failure to provide complete explanation
- Delay in communicating test results
- Inappropriate behavior/culturally insensitive/inadequate privacy

Coordination of Care (Provider/Provider communication)

- Failure to follow-up
- Information not provided/available at time of care
- Multiple providers/lack of overall coordination of treatment
- Treatment delay due to lack of communication between providers
- Delay in referral

Technical Competence/Appropriateness

- Delayed or incorrect diagnosis
- Inappropriate treatment
- Wrong test ordered or performed
- Procedural error
- Failure to refer/performing procedure/services outside scope of practice/expertise