

## Schedule 2

### Complaint examination system regarding a doctor, a pharmacist, a dentist or a resident (MDPR)

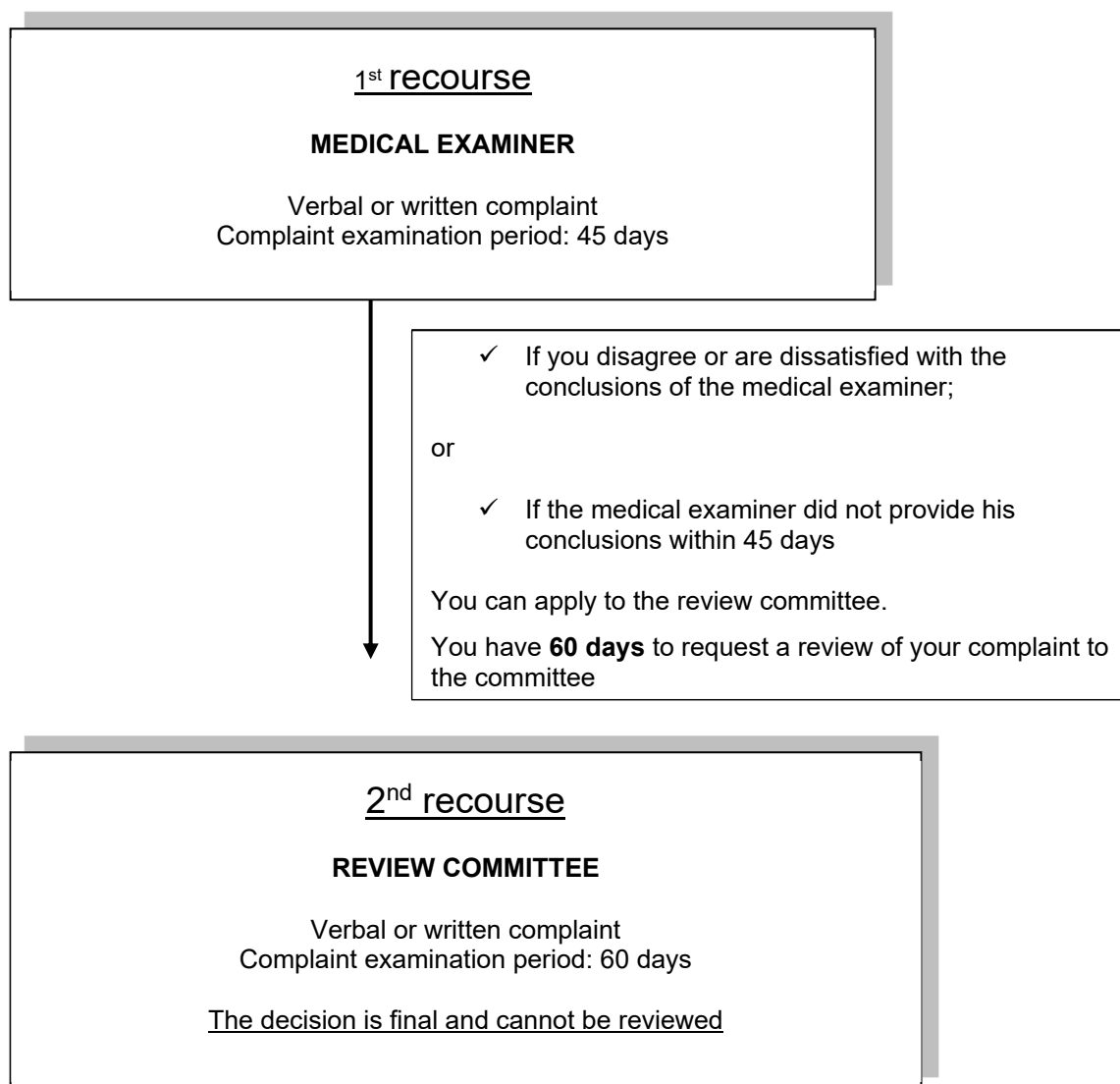
When a complaint concerns services offered by:

- A doctor
- A dentist
- A pharmacist
- A resident

And that these professionals practice in a public institution within the healthcare network.

Complaint process within the context of the REP about a physician, a dentist, a pharmacist or a resident.

**The complaint must be forwarded to the medical examiner**



**Schedule 2 (continued)**

**1<sup>st</sup> recourse**

## WHO CAN FILE A COMPLAINT?

- The user
- A user's representative
- The legal representative
- The heir or the legal representative of a deceased user
- Any other person

### Complaint forwarded to the medical examiner

#### 1<sup>st</sup> recourse

##### **MEDICAL EXAMINER**

Verbal or written complaint  
Complaint examination period: 45 days

The commissioner of the institution receives the complaint. He immediately forwards it to the medical examiner and informs the user.

#### **The medical examiner:**

- Forwards a copy of the complaint to the professional against whom the complaint has been filed;
- Reviews the complaint (facts and circumstances) and may consult the user's file;
- Allows the complainant and the professional against whom the complaint has been filed to submit their comments;
- Has to provide his conclusions within 45 days;
- Communicates his conclusions, including his recommendations, where applicable, to the complainant and to the health professional;
- Must also inform the complainant about his right for recourse with the review committee and the process to pursue it;
- Submits the conclusions and, where applicable, the recommendations to the complaint file and to the file of the concerned professional.
- Forwards the conclusions and recommendations to the board of directors.

#### **Note**

**The medical examiner may present the complaint to the CPDP at any time for disciplinary purposes.**

## Schedule 2 (continued)

### 2<sup>nd</sup> recourse

#### WHO CAN FILE A COMPLAINT?

- The user
- A user's representative
- The legal representative
- The heir or legal representative of a deceased user
- Any other person

#### Complaint forwarded to the review committee

#### 2<sup>nd</sup> recourse

##### REVIEW COMMITTEE

Verbal or written complaint  
Complaint examination period: 60 days

The decision is final and cannot be reviewed

**You have 60 days** to request a review of the decision with the review committee.

#### Information on the role and functions of the review committee

The review committee does not process the complaint; it assesses how the complaint investigation was handled by the medical examiner.

The review committee must make one or the other following decisions:

1. Confirm the medical examiner's conclusions
2. Ask the medical examiner to conduct further investigation
3. Forward the complaint to the council of physicians, dentists and pharmacists (CPDP) so it is processed for disciplinary purposes
4. Recommends to the medical examiner, or, where appropriate, to the parties themselves, any measures to reconcile themselves