



TMA and Component Society Grievance Phone Instructions

Background

On April 29, 2017, the TMA House of Delegates adopted Resolution 07-17 which removed the requirement that TMA, its component societies, or its Judicial Council conduct grievance (complaint) review against physicians filed by patients/citizens. The Resolution directs that staff refer any person wishing to make a complaint against a physician to the State Health Related Boards Investigations Office.

Policy as to what to do when a TMA component medical society receives a call from a person wishing to file a complaint against a physician.

1. Inform the caller that TMA and the medical society no longer receive/take complaints against physicians.
2. Inform the caller that any complaint against a physician should be directed to the Tennessee Department of Health, Health Related Boards' Investigations Office.
3. Offer to give the caller the toll free phone number of the Investigations Office, 1-800-852-2187.
4. Do not take down the caller's complaint in any written form whatsoever.
5. Do not contact the Investigations Office yourself on behalf of the caller; it is the caller's sole responsibility to decide if he/she wished to file a complaint.
6. Do not log the call in iMIS either under the physician or the caller.
7. It is permissible, but not required, for you to email the complainant with the contact information of the Investigations Office.
8. It is permissible to simply forward the call to a pre-recorded message box, created by the society, in order for the caller to receive information as to how to contact the Investigations Office.

Other Information

Calls to file a complaint are toll free and phone calls to the Investigations Office are answered Monday through Friday, 8:00 a.m. – 4:30 p.m.

Complaints may also be mailed in using a form found online at <http://tn.gov/assets/entities/health/attachments/PH-3466.pdf>

Complaints using the State's form found online, or a letter, can be mailed to:

Tennessee Department of Health
Office of Investigations
665 Mainstream Drive, 2nd Floor, Suite 201
Nashville, TN 37243

Effective on April 30, 2017