



TMA AND COMPONENT SOCIETY GRIEVANCE WRITTEN CORRESPONDENCE 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 you receive written correspondence from a person wishing to file a complaint against a physician.

1. Respond as soon as possible with the TMA (or component society) Template Grievance Response (next page) in the manner most expedient. The template can be placed on letterhead (TMA or component society) to be used as a letter or cut and pasted into an email.
2. Destroy the written correspondence and do not retain any record of it. If it is a letter, shred it immediately once you have the information needed to reply with the template letter. If it is an email or fax, delete it first from your inbox, then from your deleted items box once you have the information needed to reply with the template letter.
3. Do not contact the Investigations Office yourself on behalf of the writer or forward the complaint yourself; it is the writer's sole responsibility to do so if he/she wishes to file a complaint.
4. Do not log the correspondence into iMIS either under the physician or the writer.

Other Information

Calls to file a complaint will be 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 form or a letter can be mailed to:

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



TMA and Component Society Template Grievance Response

Attention! This correspondence contains important information about the Tennessee Medical Association's (or component medical society's) policy on grievances (complaints) filed against physicians. Please read it carefully.

Dear _____,

The Tennessee Medical Association (TMA) (or component medical society) is in receipt of your (letter/email) dated _____, containing a grievance (complaint) against Dr. _____. Please be advised that TMA (or component society) no longer handles grievances filed against physicians, their staff, or medical practices and your correspondence will not be reviewed or considered. TMA (or component society) is a voluntary membership organization for physicians. The licensing board for physicians is the state agency with authority to handle complaints against physicians. If you wish to file a complaint against a physician, staff member of a physician, or medical office, you should direct it to:

Tennessee Department of Health
Office of Investigations
665 Mainstream Drive, 2nd Floor, Suite 201
Nashville, TN 37243
800-852-2187

Visit <http://tn.gov/assets/entities/health/attachments/PH-3466.pdf> for more information about filing a complaint.

In consideration of your privacy, TMA (or component medical society) will destroy your correspondence pursuant to our document destruction policy. Thank you for your attention to this matter.

Effective on April 30, 2017