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**PEER REVIEW MEDIATION COMMITTEE
PROCEDURE FOR COMPLAINT AGAINST MEMBER PHYSICIAN**
Effective October 2003

Step 1

The complainant must make their complaint in writing and sign an "Authorization to Release Medical Record." If the complaint has been received through the Michigan State Medical Society, the Saginaw County Medical Society office will check to make sure we have received a signed authorization to review medical records. The Saginaw County Medical Society office will contact the complainant to let them know we have received their complaint. The highest confidentiality will be maintained throughout the entire Peer Review Mediation process.

Step 2

Notify the member physician of the complaint, provide the physician a copy of the complaint and request that a written response be submitted within thirty days. The physician can be assured that the purpose of the review is to provide a fair and impartial review of the complaint.

Step 3

When the physician's response has been received, the Chairman of the Peer Review Mediation Committee will ask two members of the Committee to review the case within thirty days. Copies of records may be requested for the review. It is not the purpose of a peer review committee to determine if negligence or malpractice occurred. Matters related to professional conduct, quality and appropriateness of care are to be considered.

Step 4

If the determination from the two reviewing physician members of the Committee agree, the Chairman of the Peer Review Mediation Committee will write a final determination regarding the disposition of the complaint within thirty days. If the two reviewing physicians are not in agreement, the Chairman of the Peer Review Mediation Committee will convene the entire Committee for a final determination. The complainant deserves acknowledgement of any portion of the complaint found valid, if such is the case, and deserves assurance that some corrective action will be taken. The physician deserves the friendly advice of peers, if a failing is found, in hopes of avoiding future problems. The communication should also indicate to both parties that any final determination by the Saginaw County Medical Society Peer Review Mediation Committee can be appealed by either party to the Michigan State Medical Society Judicial Commission.

Step 5

The final determination will be sent to the complainant and the affected physician. The final determination will be sent to the Michigan State Medical Society Judicial Commission if the complaint was received from the Michigan State Medical Society.