

	SOUTHERN FOX VALLEY EMERGENCY MEDICAL SERVICES SYSTEM POLICY & PROCEDURES				
TITLE: HANDLING OF COMPLAINTS					
SECTION: LEGAL			POLICY NUMBER: E-4.0		
APPROVED BY: DR. ARTHUR PROUST EMS MEDICAL DIRECTOR					
EFFECTIVE DATE: 09/01/2023			PAGE NUMBER: 1 OF 2		

#### PURPOSE:

The purpose of this policy is to provide guidelines on the process of complaints as reported to the Southern Fox Valley Emergency Medical Services System (SFVEMSS)

#### DEFINITION:

A complaint means a report of an alleged violation of the IDPH EMS Systems Act, EMS System policy, and/or SMO's by any System Participants or providers approved to operate under the direction of the Southern Fox Valley EMS System. Complaints shall be defined as problems related to the care and treatment of a patient.

#### POLICY:

- A. Any person who believes that the EMS Systems Act, or any subsection thereof, may have been violated may submit a complaint by means of a telephone call, letter, fax, email, or in person. The complainant is requested to supply the following information concerning the allegation:
  1. Date and time or shift of occurrence;
  2. Names of the patient, EMS Personnel, entities, family members, and other persons involved;
  3. Relationship of the complainant to the patient or to the provider;
  4. Condition and status of the patient;
  5. Details of the situation; and
  6. The name of the facility where the patient was taken.
- B. All complaints shall be submitted to the Department's Central Complaint Registry or to the EMS Medical Director (EMS MD). Complaint registry hotline: (800)252-4343; email: dph.ccr@illinois.gov. If the complaint involves a trauma patient, the complaint shall also be submitted to the Trauma Center Medical Director along with the EMS MD. Complaints received by the EMS MD or Trauma Center MD shall be forwarded to the Department's Central Complaint Registry within five working days after receipt of the complaint. Complaints received by the Department shall be forwarded to the EMS MD or Trauma Center MD. The substance of the complaint shall be provided in writing to the System participant no earlier than at the commencement of an on-site investigation pursuant to subsection (e) of the relevant statute (515.450).
- C. The EMS MD or Trauma Center MD shall not disclose the name of the complainant unless the complainant consents in writing to the disclosure.

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- D. IDPH may conduct an investigation jointly with the EMS MD, EMS Coordinator or Trauma Center Medical Director if a death or serious injury has occurred or there is imminent risk of death or serious injury, or if the complaint alleges action or conditions that could result in a denial, non-renewal, suspension, or revocation of licensure or designation. If the complaint alleges a violation by the EMS MD, EMS Coordinator or Trauma Center Medical Director, then IDPH may conduct the investigation. If the complaint alleges a violation of that would not result in licensure or designation action, then IDPH may forward the complaint to the EMS MD or Trauma Center Medical Director for review and investigation. The EMS MD or Trauma Center Medical Director may request IDPH's assistance at any time during an investigation. In the case of a complaint between EMS Systems, IDPH may be involved as the mediator or lead investigator.
- E. The EMS MD or Trauma Center Director shall forward the results of the investigation and any disciplinary action resulting from a complaint to IDPH. Documentation of the investigation shall be retained at the hospital in accordance with EMS improvement policies and shall be available to IDPH upon request.
1. The investigative files of the EMS System and IDPH may be privileged and confidential in accordance with the Medical Studies Act [735 ILCS 5/8-210], except that IDPH and the involved EMS System may share information. IDPH's final determination may be public information subject to FOIA.
- F. Based on the information submitted by the complainant and the results of the investigation conducted in accordance with subsection € of the complaint rules (section D of this policy), IDPH will determine whether the EMS Act of Rules is being or has been violated. IDPH will review and consider any information submitted by the System participant or provider in response to an investigation.
- G. IDPH shall have final authority in the disposition of a complaint. Complaints shall be classified as "Violation", "no violation", or "undetermined".
- H. The Southern Fox Valley EMS System shall maintain this policy in compliance with Section 515.450 of the EMS Systems Act.
- I. An EMS System Participant or provider who is dissatisfied with the determination or investigation by IDPH may request reconsideration by IDPH.
- J. The first week of each month, the EMS System Coordinator (or their designee) shall submit to the Illinois Department of Public Health (IDPH) a form for each "complaint" regarding patient care. Form shall include:
1. A brief synopsis of the "issue"
  2. Outcome of the system investigation
  3. Name and license number of the EMS personnel involved in sustained allegations

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