



Patient Complaint Management System



The Prince Philip Dental Hospital

34 Hospital Road, Sai Ying Pun, Hong Kong

Tel : 2859 0238

Fax : 2859 0232

Email : enquiry@ppdh.org.hk

www.ppdh.org.hk

Published in October 2014

(Revised in March 2017)

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Patient Complaint Management System

To promote patient care, the Faculty of Dentistry, The University of Hong Kong (FoD) and The Prince Philip Dental Hospital (PPDH) jointly set up a patient complaint management system which strives to handle patient complaints (including complaints lodged by their guardians and those intending to seek treatment from PPDH) in a fair and impartial manner for both complainants and complainees.

PPDH operates a two-level mechanism in managing patient complaints.

Internal Investigation Mechanism

An internal investigation mechanism is in place to deal with patient complaints lodged directly with PPDH. The Patient Relations Officer (PRO) of PPDH will act as a focal point and receive all patient complaints lodged for the first time.

Appeal Mechanism

If a complainant is not satisfied with the reply from the internal investigation mechanism, he/she can appeal to the Patient Complaint Committee (PCC) the decision of which is final under the patient complaint management system.

Patient Complaint Committee

Duty and Power

The duty and power of the PCC are as follows:

- (a) The PCC is established to investigate patient complaints in PPDH and determine the way forward for the complaint cases.
- (b) The mission of the PCC is to ensure a fair and effective complaint management system within PPDH in which all patient complaints or appeals against PPDH are considered in an independent, impartial, just, thorough and prompt manner.
- (c) In the course of investigation, the PCC will conduct separate interview sessions with complainants and complainees on a need basis.
- (d) The PCC will not handle the complaint when the complainant has instituted legal proceedings.
- (e) The PCC may obtain expert opinions from dental professionals or other experts regarding the subject matter of the complainant.
- (f) The decision of the PCC is final under the patient complaint management system of PPDH.

Membership

The membership of the Committee comprises :-

Chairman: An independent Member of the PPDH Board of Governors

Members: Two Members of the PPDH Board of Governors

Two lay members

Two independent external dentists

How to lodge a Complaint?

Complainants can lodge a complaint to PPDH:

- ✓ By using the Complaint Form at Appendix
- ✓ In writing – either by e-mail or by post
- ✓ By phone
- ✓ In person

Patient Relations Officer

Tel : 2859 0237

Secretary for Patient Complaint Committee

Tel : 2859 0427

Address : The Prince Philip Dental Hospital, 34 Hospital Road, Hong Kong

Fax : 2859 0232

Email : enquiry@ppdh.org.hk

Performance Indicators on Managing Patient Complaints

The target response time for managing patient complaints is as follows:

	Acknowledgment*	Final Reply*
First-tier Patient Complaint Management System	Within 2 working days	Within 3 weeks (Complex case within 3 months)
Second-tier Patient Complaint Management System	Within 2 working days	Within 3 months (Complex case within 6 months)

**Counting from the receipt date of the complaint*

Complaint Form
投訴表格

Patient's Particulars 病人資料

Chinese 中文 _____ (Mr先生/ Mrs太太/ Ms女士/ Miss小姐)*
English 英文 _____ Record No. 檔案號碼 _____
Contact No. 聯絡電話 _____ HKID No. 香港身份証號碼 _____
Correspondence Address 通訊地址 _____

Complainant's Particulars 投訴人資料 (if the complainant is not the patient 如投訴人並非病人)

Chinese 中文 _____ (Mr先生/ Mrs太太/ Ms女士/ Miss小姐)*
English 英文 _____ Contact No. 聯絡電話 _____
Correspondence Address (if different from the patient) 通訊地址 (如與病人不同) _____

Relation with the Patient 與病人之關係

If the patient is aged 18 or below, the complainant must be either the parent or guardian of the patient, and provide one of the following documents to support his/ her relationship with the patient:

若病人為十八歲或以下人士，投訴人必須是該病人之父母或合法監護人，並須提供以下其中一項文件以證明與病人之關係：

- Birth Certificate of the Patient 病人出生證明書
- Legal Custody Paper 法定管養權證明書
- Other legal document 其他具法律效力的文件 _____ (please specify 請註明)

Details of Complaint 投訴詳情

(Please use additional paper if necessary 如有需要，可另紙書寫)

Authorisation 授權

1. For the purpose of handling this complaint, the patient, or the parent or guardian of the patient, gives consents to 為處理此項投訴，病人或其父母或合法監護人同意：
 - (a) The Prince Philip Dental Hospital (the Hospital) to investigate into the above complaint, with the understanding that all personal data, including the patient's dental and medical information will be used and accessed by the Hospital and/ or the Faculty of Dentistry of the University of Hong Kong for investigation and record purposes which are directly related to this complaint;
菲臘牙科醫院 (醫院) 處理上述投訴，而所有個人資料 (包括病人的牙科及醫療記錄) 會為醫院及/或香港大學牙醫學院作是次個案調查及記錄之用；及
 - (b) third parties to release to the Hospital the patient's personal data, including the patient's dental and medical information.
第三者向醫院透露病人的個人資料 (包括病人的牙科及醫療記錄)。
2. If the patient complains through a complainant, the patient also consents to the Hospital to transfer his/her personal data, including the patient's dental and medical information, to the complainant named in this Form.
如病人經由投訴人提出此項投訴，則病人亦同意醫院向本表格內列明的投訴人透露病人的個人資料 (包括病人的牙科及醫療記錄)。

Note: With reference to the Hospital's established complaint handling procedures, complaints lodged for the first time would be investigated and replied by the Hospital Administration first.

備註: 按照醫院既定的投訴處理程序，首次投訴會先由醫院行政部負責調查及回覆投訴人。

Signature of Patient/ Parent or Guardian of Patient (if applicable)
病人或父母或合法監護人簽署 (如適用)
Date 日期 _____

Signature of Complainant
投訴人簽署
Date 日期 _____

* Please delete as appropriate 請刪去不適用者

Patients' Charter

The purpose of this Patients' Charter is to explain to the patients about their Responsibilities and Rights when using the services of The Prince Philip Dental Hospital (PPDH).

2. The Charter sets out the ways in which the patients and PPDH work as partners in a positive and open relationship with a view to enhancing the effectiveness of the delivery of dental care as well as dental training.

Responsibilities

3. PPDH patients:-

- should give the dental care providers as much information as they could about their present health, past illnesses, any allergies and any other relevant details.
- should follow the prescribed and agreed treatment plan, and comply with the instructions given.
- should show consideration for the rights of other patients and dental care providers.
- should keep any appointments that they make, or notify PPDH as early as possible if they are unable to do so.
- should accede, when required, to the needs of the training programmes within PPDH.
- should not ask any staff members or students to provide incorrect information, receipts or certificates.
- should not waste PPDH resources unnecessarily.

Rights

4. Right of Access to Information

- 4.1 The right of access to information about what dental care services are available, and the corresponding charges
 - In normal situation, patients could obtain such information from PPDH.
- 4.2 The right to be given a clear description of their dental condition, the diagnosis, the prognosis, and the treatment plan including common risks
 - Patients have the right of access to information which might affect the decisions concerning their treatment.
- 4.3 The right of access to dental information relating to their condition and treatment
 - This right enables patients to participate in decisions relevant to their treatment and facilitates continuity of dental care.
 - Provision of the information will be according to the practices and operational procedures of respective Disciplines.
- 4.4 The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects

5. Right to Choices

- 5.1 The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of their decision
 - Patients' wishes will be respected. However, patients should have a clear understanding of the implications of any refusal of medication, investigation or treatment.
- 5.2 The right to a second opinion
 - If patients feel the need to seek another opinion from practitioners outside PPDH, they have the right to do so on their own initiative outside the PPDH system.

6. Right to Privacy

- 6.1 The right to have information relating to patients' dental condition kept confidential
 - In general, dental information pertaining to patients' conditions will not be released to other parties without their expressed consent.

7. Right to Be Respected

7.1 The right to have their dignity, culture, religion and belief respected

- Patients' personal beliefs are respected provided that the observance is not at the expense of the rights of other patients or dental care providers.

8. Right to Complaint

8.1 The right to make a complaint to PPDH, and to have any complaint dealt with promptly and fairly

- PPDH is staffed with a Patient Relations Officer to whom patients can make formal complaints either verbally or in writing. The complaints will be investigated and followed up by the appropriate personnel. Patients will receive a reply to any complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.