



5 Steps to Filing a Complaint

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Agenda

- Who do we regulate?
- What you need to file a complaint
- How to file a complaint
- Complaint Review Process
- Following up on your Complaint





Who do we regulate?

- Physicians (MDs)
- Physician Assistants (PA-C)

What You Need to File a Complaint

Information that is helpful:

- Name of physician or physician assistant involved in your healthcare.
- Location you received healthcare (name of facility and address)
- Detailed timeline of events
- Explanation of the issues with any supporting documentation about diagnoses and any medications you've taken.

How to File a Complaint

- Website
 - wmc.wa.gov
 - [File a Complaint](#)
- Email
medical.complaints@wmc.wa.gov
- Letter
Complaint Intake
Washington Medical Commission
PO Box 47866
Olympia WA 98504



Complaint Review Process

WMC receives a complaint

WMC prepares a complaint for review

WMC's Case Management Team (CMT) reviews complaint

CMT authorizes investigation if they find potential for violation of law or closes.

WMC informs complainant of CMT decision.

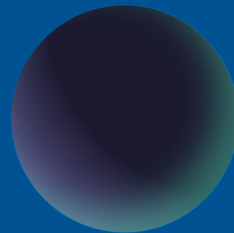
Case Management Team



- Made up of at least three commissioners
 - Two licensed healthcare providers
 - One public member
 - Meet weekly to discuss and make decisions on new complaints
- Vote to close the complaint or investigate
 - Complainant and Respondent or notified of the decision
 - If closed, the complainant may request for a reconsideration
 - Information provided for reconsideration must be new information

Authorized for Investigation

- RCM
 - RCW 18.130.050(11) authorizes the RCM to direct investigations.
 - Sexual Misconduct Cases
- Investigator
 - Clinical
 - Licensed healthcare provider
 - Standard of Care cases
 - Non-Clinical
 - Non-Care centered complaints
- Staff Attorney
 - Legal Perspective
 - Recommendations of Commissioners into a legal format



The Investigation



- Respondent Notification Letter
 - Redacted Complaint
- Interviews
 - In-Person
 - Phone
 - In Writing
- [WAC 246-919-620](#)
 - Respondent has 21 days to respond
 - May request one extension of up to 30 days.
- [WAC 246-14-050](#)
 - 170 days

Following up on your complaint



WMC will contact you following the review of your case.



You have the opportunity to request reconsideration if your complaint is closed.



The investigator is your main point of contact



Once the case is no longer being investigated, the investigator will pass on your inquiry to the legal department for response.

Other Important Information

- The WMC cannot intervene in your medical care or treatment plan
- We do not have the ability to change a diagnosis or a note in your medical record



Thank You

WMC Mission

Promoting patient safety and enhancing the integrity of the profession through licensing, discipline, rule making, and education.

medical.complaints@wmc.wa.gov

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