

COMPLAINT ABOUT A DISEASE HE DID NOT HAVE

The complainant raised concerns about the refusal of an Infectious Diseases Clinic to treat him for a particular disease. The provider was contacted and it was explained to the Commission that the complainant did not have the disease and was therefore unable to receive treatment for it. However, owing to an underlying health issue the complainant was unable to accept this explanation.

The manager of the clinic arranged a meeting between herself, the complainant, his health worker and the doctor and nurse involved in the complaint. This meeting resolve the complaint as they were able to explain to the complainant that he did not have the disease and therefore the clinic could not treat him for it. They also arranged some follow-up appointments to address the underlying health issues. No further action was taken by the Commission.