

Refund for Patient after Poor Treatment Coordination

Maureen was unhappy with the level of service and professionalism she had experienced from a medical service provider.

Maureen was required to have some tests done and was given a number to call to receive the results.

After calling this number and leaving a voicemail regarding her medical information, it came to her attention that this was in fact a residential number. Maureen rang the provider and expressed her concerns that her confidentiality had been breached as she had left a message on the answering machine. She reported that the staff member did not appear concerned about the issue and reported that that was the number that was always given.

Maureen decided to make an informal complaint to HCSCC to ensure that her matter was resolved and that other patients did not experience the same poor co-ordination.

The HCSCC contacted the service provider and they undertook to look into the issue to ensure that the correct phone number was given in the future.

The service provider issued a gift card to Maureen as an apology and the complaint was resolved.