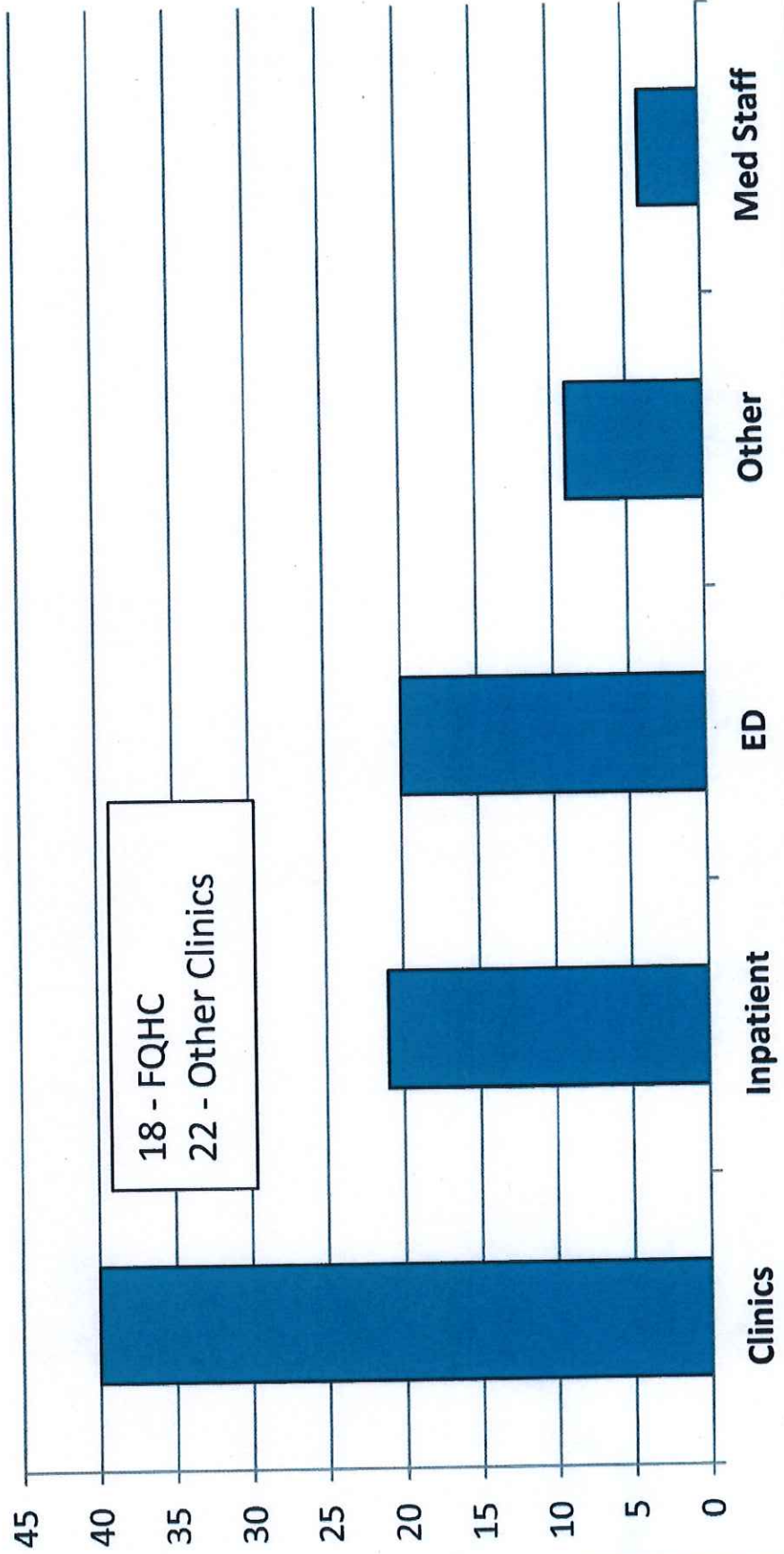


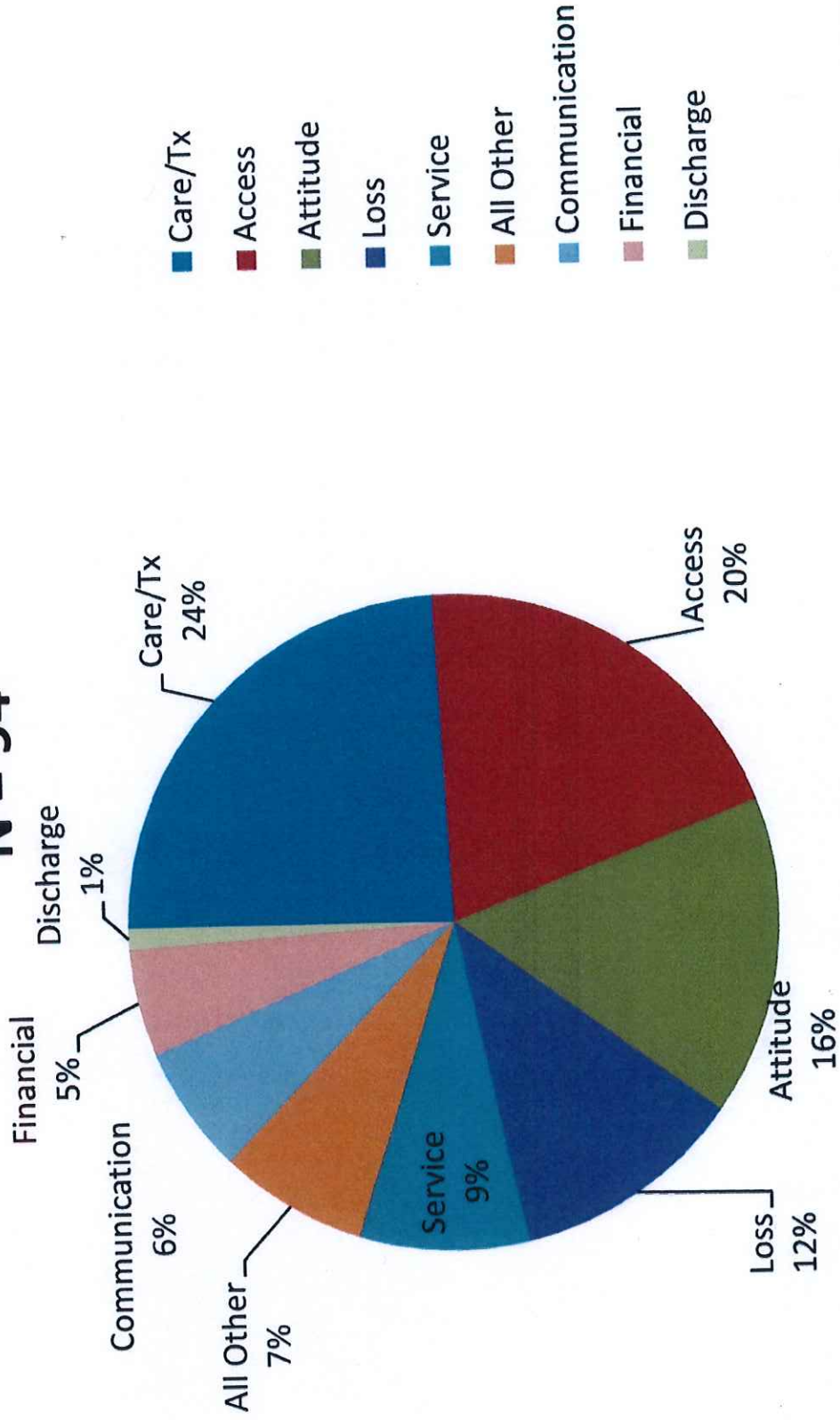
Patient Complaints by Area

Q1 17/18 N = 94



Type of Patient Complaints Q1 17/18

N = 94



FQHC Patient Complaints by Category

(Entered Date is within 01-01-2017 and 09-30-2017) and ((Facility is equal to "Ambulatory Care Services") and ((File State is equal to "New") or (File State is equal to "In-Progress") or (File State is equal to "Closed")))

Unit	Care/ Treatment	Accessibility	Service	Communication	Attitude/ Courtesy	Responsiveness	Coordination & Continuity of Care	Financial	Parking	Grand Total
Primary Medicine Clinic	12	9	7	4	3	2		1	1	39
Family Medicine Clinic	12	3	3				1			19
Family Practice California Street Clinic	4	2	1		1					8
Children's Health Services				1	1					2
Healthy Beginnings French Camp	1	1								2
Healthy Beginnings California Street				1						1
Grand Total	29	15	11	6	5	2	1	1	1	71

FQHC Patient Concerns

July - September 2017

File ID		Date of Notification	Description	Unit	SJGH Response
14386	07-05-2017		Patient is disputing bill based on services provided and attitude of provider.	Family Medicine Clinic	This concern was from 2015 regarding a resident that is no longer here. Apologized for her experience. Charges were appropriate.
14400	07-06-2017		Patient states she was seen in Emergency (was given 8 pills). Next day she went to the clinic and was told by the physician's assistant that her meds would not be filled without physician being able to review patient's records. Patient wants her meds refilled.	Family Medicine Clinic	Apology was sent and an explanation given that Physicians have final determination on what medication that they will prescribe
14464	07-11-2017		Patient was seen by Dr. for 5 years. He states that since Dr Porter left the hospital he has been seeing Dr. Concerned that Dr. has been unprofessional and would not look at his previous medical records.	Family Medicine Clinic	Apology was sent to patient. Patient is now seeing different provider.
15179	19-Jul-17		<ul style="list-style-type: none"> Member complains about the provider disregarding her eyelid during the visit on 06/19/2017. Member states that the provider kept asking about the member's thyroid problem and focused on it rather than helping her with her eyelid problem. Member was referred for thyroid ultrasound. Member complained about the provider refusing to refer her to a dermatologist for her eyelid. Member states that she followed-up on 06/28/2017 for this reason. Member was told that she needs to have her ultrasound done first before the provider sees her again. 	Family Medicine Clinic	Investigation was done and explanation was given to insurance provider. Patient saw dermatologist.
15187	07-11-2017		<ul style="list-style-type: none"> On 06/30/2017 the Mother of Child (MOC) complained that the doctor's office doesn't make return calls. MOC to follow up with the doctor to change the dosage from 6hrs to every 4hrs for his child pain meds. MOC stated if PCP doesn't return call within 3days they can go to the ER. MOC stated went to ER for her child fever, anxiety, and panic attacks. MOC then contacted PCP office to make an apt with another MD. 	Family Medicine Clinic	Patient had follow-up appointment with physician on July 5. Additional pain medication was not indicated. Patient and parent were not happy with physician's decision and walked out of appointment.

File ID	Date of Notification	Description	Unit	SJGH Response
15380	09-27-2017	<p>Patient called ACS 9/27/17 at 8:20 AM to file a complaint about a doctor. Ms. Quincy stated part of it is the Dr's fault and part is not. "Dr. wanted me to have several tests. I am a new patient. I had all the tests completed. She said I did not. I did not appreciate her implying me I'm lying. My lung test and EKG results were not available. She said she would call me with my results. She was supposed to get back to me. You can't rule anything out until you get all the results back. I work in Concord and I have to come out there, I can't keep taking time off. She said she would get back to me via telephone. I appreciated that. The head nurse was supposed to get back to me. She did call me back but I missed her call. I am at work and not always able to answer the phone. I cannot seem to reach her when I call. My complaint is the follow up is not good at all."</p> <p>I transferred the call to Manager. October 2, the patient called back and stated she has still not heard back from anyone in the clinic. I reached manager who advised she had assigned the follow up to the head nurse in Family Medicine and that she would check into whether nurse had received all the necessary results. Patient had advised me she was more flexible today as she will only be going back to the office around 1 PM. I had promised I would file a formal complaint about lack of follow up.</p>	Family Medicine Clinic	Patient was called and was notified of her results on October 2, 2017.

File ID	Date of Notification	Description	Unit	SJGH Response
15862	09-18-2017	<ul style="list-style-type: none"> States the assistant to the MD stated she submitted prescription to Western Drug on 8/10/17 for bedside tray and bed. States was seen by Dr. 1 and was unable to weigh States on 9/6/17, arrived at 11:45 am for an appointment and was not seen until 2:15pm. States was told at 12:50 pm by a nurse that Dr. 2 takes his time with patients. States MD rushed the visit and did not provide quality care States he had a list of things to discuss with the MD and was told by Dr 2. that he didn't have time to discuss the list. States he wanted to discuss the shunt in the member's head; member had brain surgery 11/2016 and was in rehab for 8 months. States it has not been checked since she has been discharged; has had 2 visits at SJGH since then. States Western Drug requires a weight for the member's bed and the MD office stated they had nothing to weigh her on. 	Family Medicine Clinic	Patient is wheelchair bound and needs hoyer lift to get out of wheel chair. Weight was taken at September visit. Dr. 2 stated that he could not discuss issues that have already been discussed with Dr. 1 and were pending. Clinic manager was made aware of concern.
14986	08-28-2017	<p>Patient's mother told staff that she asked Doctor to put gloves on twice while he was examining her child. She states he became defensive accusing the parents of abuse and continued with no gloves. Parent also complained there was no OCA present during the exam.</p>	Family Practice California Street Clinic	Manager made aware of concern. Apology sent to patient's parents.
14977	08-28-2017	<p>Pt. called to speak to administration. She stated she had many issues with the clinic. The last incident happened on August 24th when the pt. came to have her IUD removed. Pt stated first there were two students in the room shadowing the nurses and she was not ok with that. She was not informed prior to her going in the room that there would be students in her room. She was told after the fact. Dr. tried removing IUD and continued to tug and tug and then he finally said he is not able to remove it and left the room. Pt. started crying and became extremely emotional. She said "if he messed up anything she would sue Dr. and hire a lawyer" She said she doesn't understand why he continued to tug on her when he could have just stopped when he first realized it was not coming out. Patient spoke to the Clinical Service Coordinator and said she was no help and just continued to apologize on the staffs' behalf.</p>	Healthy Beginnings California Street	Under investigation by Risk Management

File ID	Date of Notification	Description	Unit	SJGH Response
14722	08-01-2017	<p>Patient's son called to get a new PCP for mother and referral to heart specialist. Patient has an appointment tomorrow in clinic and son asked if they should keep that appointment. I told him to keep the appointment if he did not hear from SJGH. I provided his request to ACS Admin today. They will review patient's chart and resolve the concern.</p> <p>Patient son also expressed concern with provider seen. States that provider does not listen to patient. Patient's son states his mother went to Lodi urgent care and then was hospitalized Lodi Memorial (1 week) following her last appointment with us.</p>	Primary Medicine Clinic	Patient received referral on August 2nd.
14664	07-26-2017	Spanish speaking patient expressed concern with Dr.. He states that he had an appointment on 7/13 (PMC). Doctor did not want to see him. Patient states he came in with swollen feet and provider did not examine or check his feet.	Primary Medicine Clinic	Apology was sent to patient. Patient was seen by Resident and not Attending physician.
14988	08-24-2017	Patient reports going to the walk-in clinic. She states that nurse rudely told her to go to the ED. Patient told her she would wait and was told she would be waiting a long time. Her voice was very aggressive and she cut off patient multiple times.	Primary Medicine Clinic	Apology was sent to the patient. Manager made aware.
15142	09-13-2017	Patient states she came in today (9/12) for a doctor's appointment (PMC) and was refused a doctor's note to be off work. She states he said he did not have enough evidence or proof to show her inability to work.	Primary Medicine Clinic	Apology sent to patient and explanation given that notes of that nature are at the doctor's discretion. Patient did receive referral for further tests.

File ID	Date of Notification	Description	Unit	SJGH Response
15182	07-24-2017	<p>Grievance filed against treating physician at San Joaquin Hospital, Dr. The member stated that after seeing Dr. at Valley Care Emergency Department on 12/13/16 he fought with Health Net to get to a doctor within the plan. Then he had to fight with San Joaquin General Hospital to get an appointment. The member stated that he needed urgent medical care for severe abdominal pain and blood in his semen. Finally San Joaquin General Hospital made an appointment with Dr. on 12/16/16.</p> <p>Dr. did not order any tests or laboratory work. He noted that the member has extreme deterioration of the teeth. The member stated that has nothing to do with why he made the appointment. Then Dr. went on to accuse him of being a drug addict. The member stated he has dental needs due to the prolonged usage of pain medication for multiple back surgeries as a result of a work injury. The pain medication was prescribed while under the care Dr. Dr. made a note in the member's medical record that he is a drug addict. The member stated that is a false accusation and wants is stricken from all of his medical records. This is a false allegation that can have drastic results and impact on potential careers. The member stated that Health Net and San Joaquin General Hospital have refused to intervene. The member also stated that Dr. medical license should be revoked.</p>	Primary Medicine Clinic	Patient was seen in the clinic by Dr. on December 16, 2016. Dr. documented that all previous test results were negative and patient reported that he was not having any pain or blood at the time of the clinic visit. Therefore no further tests were indicated. Patient was seen in clinic by Dr. 2 on December 21, 2016. A Scrotal Ultrasound was performed on December 23, 2016 and a Urology appointment was scheduled for February 8, 2017. Patient did not show up for this appointment.
15193	07-26-2017	<ul style="list-style-type: none"> • It has been happening for the last two weeks. • Member states that SJGH is committing medical fraud. • Member states the provider makes her go in every time she needs a new prescription and now the provider wants member to go in to be seen before she will request repairs for her power scooter. • Member was told the only way any paperwork will be filled out is if member goes in. 	Primary Medicine Clinic	Per physician note: discussed with pt and daughter, pt electric wheelchair ordered by another provider without clear indication for electric wheelchair. Seen by provider for evaluation for the need for a power scooter.
15861	09-25-2017	<p>States the provider did not want to view his video of worms coming out of member's body.</p> <ul style="list-style-type: none"> • States the provider is not helping. Stated that he would like the doctor to treat him with respect and treat his health issues. • He wants to continue to receive care from the same provider each time he comes for an appointment with SJGH ACS but does not want to be seen by Dr. again. 	Primary Medicine Clinic	Patient reported to insurance that the Dr. did not want to view a video of his worms. It is documented that patient wanted to show a video of something completely different.

File ID	Date of Notification	Description	Unit	SJGH Response
15863	09-18-2017	<ul style="list-style-type: none"> • Member states the provider does not have her medical records and has been changing her chronic pain medication regimen. • States pain was being managed well per a regimen established in Alameda over 12-13 years. • Member states last month the provider cut her methadone dosage in half. • States now she is being denied Percocet for her pain. • Member states she has been taking these medications for years and it is for her various health issues that cause severe pain. Member states she's had urine drug screens and takes her meds as prescribed. • States has not been referred to pain management. • States she feels like the provider is not following up for her medical records and would understand if her medical records were reviewed. States it's been months and that her previous doctor's office states that they never received a request for records. • Member states this provider has always had a poor attitude with her at visits, never examined her, and never asked about the causes of her pain. 	Primary Medicine Clinic	Physician talked to patient about being weaned off pain meds at August appointment. Pain medication and prescriptions are at the discretion of the physician. We cannot control when another facility will send/fax patient's medical record.
15864	09-18-2017	<ul style="list-style-type: none"> • Member states she had tried to get a cardiology referral for approximately 6 months; states nurse informed member that MD failed to date referral and that was the cause of the delay. Member does have cardiologist now. • States at 7/25/17 visit, MD asked why she was not on Lisinopril; per member, same MD had taken her off this med for allergic reaction and had been reminded twice before; MD finally added allergy to her list on this date. • Member stated she is a smoker and had requested nicotine patches; states MD refused, saying she doesn't need them. • States the MD denied her medical transportation request and refused to sign DMV papers for a handicap placard. • States she feels like the MD doesn't listen to her concerns, that she feels rushed out of the office, and that the MD has not gone over her list of diagnoses; states after visits, she looks at the list and the MD hadn't discussed it with her. 	Primary Medicine Clinic	Patient had Cardiology appointments for 9/12/17 and 10/24/17. Both appointments that patient did not come to the appointment. Unfortunately, the provider did not document that the patient asked for a nicotine patch. Nor, was it brought up in the telephone conversation. Patient requested paperwork to be filled out for IHSS, but not for a disability placard from DMV.