

WHAT IS DIRECT RESOLVE?

Direct Resolve is an informal process to resolve complaints between complainants and physicians.

Using this process, we take a step back and encourage the physician to work with you directly to resolve the matter.

Direct Resolve is your opportunity to **resolve your complaint with the physician**

BENEFITS OF USING DIRECT RESOLVE

- It's timely - many are able to resolve their complaint within 30 days.
- It's efficient - once both parties are satisfied, the process is finished and the file is closed.
- It works well - both the complainant and physician report a higher satisfaction rate compared to other resolution processes. Also, relationships are often preserved and improved.

WHEN DIRECT RESOLVE WORKS BEST

We encourage Direct Resolve for single-issue complaints where both parties involved can share information freely about the issue(s). Information surrounding the complaint is not confidential.

This process is also most effective when the complainant and physician can resolve the complaint on their own without a full CPSA investigation. These types of complaints often surround:

- Communication issues
- Misunderstandings of care provided
- Access to medical records
- Medical reporting (including requests for insurance forms and medical legal requests)
- Issues with staff employed by the physician
- Practice management (including the referral process and booking tests)
- Financial issues (including billing for uninsured services)
- Professional working relationships (not involving clinical competency)

90% of the time, Direct Resolve successfully resolves the complaint

It's important to know we do not use Direct Resolve for any competency concerns, ethical concerns, possible boundary violations or allegations of disruptive or criminal behavior.

HOW DIRECT RESOLVE WORKS

- 1. CPSA's Complaints Director will carefully review your complaint.**
 - We'll send you a letter to acknowledge we received your complaint and advise you that the Direct Resolve process will be used to address your complaint issue(s).
- 2. We notify the physician of your complaint.**
 - We'll provide them with a copy of your complaint and request that they work directly with you to resolve the matter.
- 3. The physician will consider the best way to contact you to resolve the issue(s). This may include:**
 - A telephone call,
 - Meeting with you in person,
 - Writing a letter of explanation, or
 - Writing a letter of apology, when appropriate.
- 4. The physician will let a CPSA resolution advisor know what happened - hopefully, that the issue(s) has been resolved.**
- 5. The resolution advisor will contact you to confirm your complaint has been resolved.**
 - When both parties are satisfied with the outcome, we'll close the complaint file.
 - If Direct Resolve does not work, we'll refer the complaint back to the Complaints Director for further action.

To work, both you
& the physician
must be **willing to
participate in this
process.**

HOW A RESOLUTION ADVISOR CAN HELP!

A resolution advisor is available to work objectively with both you and the physician to find a satisfactory outcome. They can:

- Explain the Direct Resolve process, including options available and possible outcomes.
- Listen and provide support as needed.
- Help alleviate some of the normal anxiety experienced with conflict resolution.
- Support both parties with their choices throughout the process.

If you have questions, please contact your CPSA resolution advisor.