



MEMORANDUM

February 26, 1997

To: Evelyn Hardin
From: Jan Wassen *Jan*
Subject: IME Complaints

*Dr. Medgard -
Per your request,
E. M. H.*

Following up our conversation this morning, attached is a copy of the draft letter we put together to use when we get IME complaints. We revise the letter according to the nature of the complaint. When applicable, we would also refer the worker to the various county medical societies. Dr. Ross approved the wording when he was Medical Director.

Basically, IME complaints seem to involve:

1. The contents of the report do not reflect the history the worker gave during the interview process.
2. Statements included in reports which did not occur during the examination.
3. "canned" reports (fill in the blanks) which may not even reflect correct gender, age, social history.
4. Even though the examiners avoid establishing a "patient/doctor" relationship with the worker, workers complain about a perception of a lack of individual attention or "discourteous attitude" of examiners, who make "rude" or "sarcastic" comments about injured workers.
5. "assembly line" scheduling..workers feel they are being rushed through and doctors are not really listening to their history.
6. conditions of examination - i.e. the examiners were rough or didn't listen when told the worker could not do some part of exam.
7. Complaints about the physical surroundings - "not like a doctor's office"; Also, a few complaints about the cleanliness of the facility and personal hygiene of doctors.

ime97:sam:wj
attach.