



Investigation in Medical Error Complaints

Guide for healthcare professionals



Contact us:
800555



Email address for Clinical Reviews
& Patients Advocacy section
cri@doh.gov.ae

Our complaint management process



Medical error complaint submitted by complainant.



The investigation team will request copy of the medical records and share the complaint details with your healthcare facility.



The investigation team will share with you/your healthcare facility the concerns raised during the review.

You have to provide detailed written response to these findings.



The investigation team might call you for a meeting to answer questions related to the care provided to the patient in question.



Case will be referred to the Medical Liability Committee to decide if there is a medical error.



Medical Liability Committee report will be shared with the involved healthcare professional/facility through the registered email in the system.



You have the right to appeal the medical liability committee decision within 30 days from receiving the report. The complainant has the same right as well.

Our complaint management process



Appeal will be forwarded to the Higher Medical Liability Committee in Ministry of Health and prevention.



The decision is considered final according to the below circumstances:

1. if appeal submitted, then the decision of Higher medical liability Committee is final.
2. if no appeal submitted, the decision of the local medical liability committee is final after 30 days.



If there is a medical error (confirmed by the higher medical liability committee or post 30 days without appeal) or other violations as detailed in the report, case will be referred to Disciplinary Committee in Department of Health (this step may require meeting with healthcare professional)



The Disciplinary Committee will review the case and issue a decision.
The decision will be shared with you/ your healthcare facility.



Healthcare professional can appeal the Disciplinary Committee decision within 60 days.



The appeal committee in Department of Health will review the case and issue a final decision. The final decision will be shared with you/your healthcare facility.

FAQs

For Healthcare Professionals



How can I follow the status of a complaint that is filled against me?

You can know the status of the complaint through logging into DOH complaint management system.

For additional clarifications, please contact

CRI@doh.gov.ae

What is included in the review of the complaint against me?



Patient complaint



Medical records



Expert report (if required)



Your written response (if requested)

How long the investigation process on my case will take?

We try to resolve complaints in a timely manner. However, investigation might take months, depending on the complaint's complexity and type of investigation required.

What are the possible decisions of DOH Disciplinary Committee on a medical error complaint filled against me?

- Letter of reprimand
- Warning letter
- Suspension (up to 12 months)
- Revoke of license
- Fines

Will I be able to practice while I have a complaint filled against me that is under process?

Yes

Who can get a copy of the medical liability committee report?

The concerned parties (complainant, healthcare professional, healthcare facility) will get a copy of medical liability committee report.

What are the possible outcomes of investigation by the medical liability committee on a medical error complaint filled against me?

- Medical error
- No medical error

What should I include in my response to DOH regarding a medical error complaint?

- Describe in general the circumstances involved.
- Specifically address all the issues identified in your letter from DOH.
- Explain the reasons for your actions and opinions expressed, and outline any extenuating factors.
- Include a copy of all the supporting medical documentation you have relevant to the complaint. This may include visit notes, consultations, investigation results and or ER records. You might also include references and papers from literature review.
- Ensure you respond by the date identified in your letter from DOH. If you anticipate a delay in responding, notify us as soon as possible.

FAQs

Healthcare Professionals



How will I be notified about the Medical liability committee decision/ DOH disciplinary committee decisions?

- Involved healthcare professional and healthcare facility will receive copy of the report through DOH complaint management system.
- You will receive email notification through your registered email in DOH licensing system once the report is released (make sure your email details is valid)

If my license is cancelled, will I still be given a chance to respond to the complaint raised against me?

Yes, as long as you have a valid contact details in the DOH licensing system

When Can I apply for an appeal?

You can apply for an appeal request within 30 days after receiving the Medical Liability Committee report.

What should I write if I'm not the physician named in the complaint?

Provide any information you have that will assist us in understanding the circumstances surrounding the complaint and/or assist us in resolving the complaint.

How can I know the status of my appeal request?

You can know the status of your appeal request through DOH complaint management system. For any additional clarifications, please contact mlcappeal@doh.gov.ae

Am I allowed to contact the customer to reach a settlement regarding the complaint raised against me?

Yes, and if a settlement reached, the complainant should withdraw his/her complaint officially as per DOH process outlined on the website.

Who can apply for an appeal request?

The concerned parties (complainant, healthcare professional, healthcare facility) can submit an appeal.

How can I apply for an appeal request?

You can submit an appeal request within 30 days period from receiving the Medical Liability Committee report. You should provide us with a clear appeal points, your contact details (email, mobile number) and any supporting documents if available, you will receive email notification to guide you on how to submit an appeal request.

Will I be asked for additional information during the complaints process?

Yes, we may ask you to respond to additional questions to help clarify information.

To whom should I address the letter of my appeal?

Your letter of appeal must be addressed to The Higher Medical Liability Committee in the Ministry of Health and Prevention, yet to be submitted to DOH through the DOH complaint management system.

FAQs

Healthcare Professionals



In what language should I write my appeal request

Appeal request is acceptable in both Arabic and English languages.

What is the timeframe to investigate an appeal request?

There is no specific timeframe, It depends on complexity of the case.

Will I be able to receive “To Whom It May Concern” letter that my case is under appeal process?

Yes, you need to contact the team through **mlcappeal@doh.gov.ae**. You will receive the letter within 1 working day.

How can I receive a copy of the appeal outcome?

Concerned parties will receive a copy of Higher Medical Liability Committee report through DOH complaint management system. You will receive email notification once the report is released through your registered email in DOH licensing system .