

# KNRM RADIO MEDISCHE DIENST (RMD) COMPLAINTS AND DISPUTES

KONINKLIJKE NEDERLANDSE REDDING MAATSCHAPPIJ

Complaints and disputes regarding the KNRM Radio Medische Dienst (RMD - KNRM Radio Medical Service)

## GOAL

Handling and registering complaints and disputes in a proper way.

## PROCEDURE

Any complaint or comment that is directly related to the quality of the services provided by KNRM RMD must, in the first instance, be reported to the complaints officer of the KNRM. To this end, the complaints officer of the KNRM should be contacted. This can be done by sending an e-mail to [klachten@knrm.nl](mailto:klachten@knrm.nl).

**The complaint will be handled within 14 days if the KNRM has the following information;**

- Name and contact details of the complainant;
- If applicable, the names of other complainants;
- The details of the complaint or the response;

**As soon as a complaint is received, the following procedure will come into effect;**

- Complaints regarding the advice of an RMD doctor are handled in the first instance by the complaints officer KNRM.
- This makes a decision about the admissibility of the complaint and informs the complainant, the person concerned and the Management Board about its decision.
- The complaints officer determines, among other things, whether the complaint concerns the medical actions of the RMD doctor or whether it concerns organizational matters of the RMD, including the availability of the RMD doctor.
- The complaints officer aims to resolve the complaint through mediation between the complainant and the accused.
- The Primus Inter Parus of the doctors and, if necessary, the medical assistance coordinator (CMH) acts as the representative of the healthcare provider.
- The complaints officer informs the Management Board, head of operations, CMH, the complainant and the person concerned about her decision.

*Read more on page 2.*

*Continued from page 1.*

- The complaints officer advises on measures to be taken that should lead to the removal of the cause for complaint.
- If the complaint is upheld, the complaints officer will request the complainant to report it to the independent primary care disputes body. To this end, the KNRM is affiliated with the Stichting Klachten & Geschillen eerstelijns zorg (SKGE - Foundation for Complaints & Disputes in Primary Care). SKGE will take over the further substantive handling of the dispute.
- If the complaint concerns the medical actions of the RMD doctor with consequences in the sense of a complication, incident or calamity, this will be reported if necessary to the Meldpunt Landelijke Zorg van de Inspectie Gezondheidszorg en Jeugd (National Care Reporting Center of the Health and Youth Care).
- Complaints are treated confidentially. This means mandatory secrecy for persons involved in the complaint handling with regard to obtained (personal) data of which the confidential nature is known or can reasonably be:
  - This means that this information may not be provided to third parties.
  - An exception is permitted if a statutory provision, a court decision or official obligations oblige disclosure.

This secrecy therefore does not apply in the situation where a patient (or his legal representative) expresses dissatisfaction as a result of an incident in which noticeable consequences for his health have occurred. In that case, there is a treatment relationship (in the context of the WGBO<sup>[1]</sup>) and, if requested, the names of those involved in an incident must (be able to) be provided to the patient.

*[1] Wet Geneeskundige Behandel Overeenkomst - Medical Treatment Agreement Act*