

**HACKETTSTOWN REGIONAL MEDICAL CENTER
ADMINISTRATIVE POLICY MANUAL**

CONFLICT OF OPINION

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POLICY

To set up a procedure to follow when conflict of opinion occurs regarding patient care.

PROCEDURE

When one health care professional disagrees with another health care professional regarding the appropriateness of patient care or compliance with policy or regulation and the two parties are unable to resolve the difference. This conflict will be resolved through the following channels:

In this order:

1. The immediate supervisor/manager.
2. Department head.
3. Administrator responsible for the area.

When employee/physician conflict is involved:

In this order -

1. Employee directly with physician.
2. Director/manager/nursing supervisor over unit.
3. Administrative director over the service/or administrator-on-call.
4. Chairman of the particular medical department.
5. President of Medical Staff.
6. Chief Medical Officer.

When physician/patient conflict is involved:

1. Notify Patient Representative of conflict between patient and physician.
2. Patient Representative discusses issue with patient and/or designee.
3. If a change in physician is requested by the patient and/or designee, the patient and/or designee must contact another physician.
4. Patient or designee must notify attending physician.
5. A written order by the attending transfers service to the new physician.
6. All records should be changed and Admitting notified of the transfer.