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Patient complaint examination

Heruntergeladen am 26.06.2025

<https://fimportal.de/xzufi-services/110945067/L100027>

Modul	Sachverhalt
Leistungsschlüssel	99003038029000, 99003038029000
Leistungsbezeichnung I	Patient complaint examination
Leistungsbezeichnung II	
Typisierung	4 - Land: Regelung
Quellredaktion	Mecklenburg-Vorpommern
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Gesundheit (003)
Verrichtungskennung	Prüfung (029)
SDG-Informationsbereich	Medizinische Behandlung in einem anderen Mitgliedstaat
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	13.07.2020

Modul	Sachverhalt
Fachlich freigegeben durch	Ministry of Economy, Labour and Health M-V, Unit 640 Ministry of Economics, Labor and Health M-V, Department 640
Handlungsgrundlage	
Teaser	The health insurance company is usually the contact person for your complaints and questions about medical treatment or medical behaviour. Depending on the responsibility, patients can find information on the procedure on the following websites: https://www.aek-mv.de https://www.zaekmv.de https://www.patientenberatung.de https://www.aek-mv.de https://www.zaekmv.de https://www.patientenberatung.de https://www.aek-mv.de https://www.zaekmv.de https://www.patientenberatung.de
Volltext	If you are dissatisfied with a medical treatment or believe you have been treated incorrectly, you can file a patient complaint. The first point of contact for inquiries and complaints is your health insurance fund. This usually turns to the Medical Association, the Dental Association, the Association of Statutory Health Insurance Physicians, the Association of Statutory Health Insurance Dentists or the Hospital Association of Mecklenburg-Western Pomerania to clarify the specific concern, depending on the jurisdiction. The Medical Chamber is responsible for all complaints about physicians that are relevant under professional law. A leaflet with instructions on the procedure for complaints can be found on the website of the Medical Association (see link below). The Association of SHI-accredited physicians monitors compliance with the duties of SHI-accredited physicians and is responsible for inquiries or complaints concerning the contract physician law or the guarantee mandate.

Modul

Sachverhalt

On the website of the Dental Association (see link below), you will find relevant information on the procedure for inquiries or complaints about dentists (Joint Patient Advice Center of the Dental Association and the Association of Statutory Health Insurance Dentists of Mecklenburg-Vorpommern).

If you as a patient or patient in the hospital, you can usually contact the in-house quality and complaints management.

In some hospitals, there are also so-called patient advocates to whom you can address your concerns. They work on a voluntary basis and are independent contact persons.

You can also contact the Independent Patient Advisory Service Germany (UPD) with questions from all medical and socio-legal areas. Advice and services of the UPD are free of charge for you. UPD advisors can be reached by phone and online, as well as at regional counseling centers nationwide:

Nationwide patient telephone: 0800 0 11 77 22
(toll-free from all networks).

Under the following link you will find the local counseling centers as well as access to online counseling:

<https://www.patientenberatung.de>
<https://www.aek-mv.de>
<https://www.zaekmv.de>
<https://www.patientenberatung.de>
<https://www.aek-mv.de>
<https://www.zaekmv.de>
<https://www.patientenberatung.de>
<https://www.aek-mv.de>
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Erforderliche Unterlagen

Depending on the individual case, different documents may be necessary.

Voraussetzungen

There are no prerequisites.

Modul	Sachverhalt
Kosten	
Verfahrensablauf	Contact the responsible offices with your complaint and ask for advice on how to proceed.
Bearbeitungsdauer	
Frist	
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	Responsible offices: • Complaint about a physician: - the Medical Association or - the Association of Statutory Health Insurance Physicians of Mecklenburg-Western Pomerania • Complaint about a dentist: - the Chamber of Dentists or - the Association of Statutory Health Insurance Dentists of Mecklenburg-Western Pomerania • the hospital: - Patient advocates • the patient's health insurance company
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Patient complaint examination, Patientenbeschwerde Prüfung, Patient complaint examination