



# Healthy Seniors Bulletin

HEALTHCARE NEWS FOR NEW YORK SENIORS

## Quality of Care Concerns

### ATTENTION NEW YORK STATE MEDICARE BENEFICIARIES AND FAMILY MEMBERS:

**Do you have a concern about the quality of healthcare you have received?**

#### What is a quality of care concern?

Some examples of quality of care concerns you might report include:

- Being given the wrong medication.
- Not receiving treatment after abnormal test results.
- Being given the wrong blood when a transfusion is ordered.
- Sustaining a serious injury resulting from a fall while in a nursing home or hospital.
- Being given the wrong treatment or unnecessary treatment.
- Developing bed sores because you were not moved regularly.

#### What is IPRO?

IPRO is the federally-funded Medicare Quality Improvement Organization for New York State and is under contract with the Centers for Medicare & Medicaid Services (CMS), the part of the government that oversees Medicare, to improve the

quality of care that Medicare patients receive in any healthcare setting.



#### What information do I need to provide during the phone call?

Before calling IPRO, it is helpful to have the following information handy:

- Name on Medicare card.
- Medicare number.
- Address.
- Telephone number.
- Date of birth.
- The healthcare provider's name, address, and telephone number.
- Date the service was provided.

continued on next page

**Call IPRO's Quality of Care Concern Toll-Free Helpline**

**1-800-331-7767**

This material was prepared by IPRO, the Medicare Quality Improvement Organization for New York State, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 10SOW-NY-AIM6-12-09

## What should I expect during the call?

During this call, you are asked questions that allow IPRO to better understand your concerns. You will be asked to send information about your concerns to IPRO in writing. If you cannot write your concerns, our intake nurse will help you write your letter. IPRO will then request a copy of your medical records from your healthcare provider.

## What happens next?

IPRO uses impartial doctors to review information in your medical records and other correspondence about your concerns. These experts check to see if there were any quality problems, determine if the care given was necessary and if the right treatment was given. Since even good care or correct drugs can sometimes harm a patient, they also see if good judgment was used in deciding on your treatment and if risk to you could have been avoided.

## How long does the complaint process take?

A typical review takes about three months to complete. The review case manager dedicated to you will keep you updated on the progress of your case from start to finish.



## What can I expect at the conclusion of the review?

At the end of the review, IPRO can tell you whether your care met approved standards. If your concerns are about your doctor, federal rules do not allow IPRO to tell you more without your doctor's consent. If your medical care did not meet approved standards, IPRO works with your healthcare provider to develop a plan to improve care for future patients.

## Testimonials

"...I was so fortunate for your...staff who were able to take on the system...I will always remember your kindness in a maze of corporate red tape."

"Just want to say thank you for caring and being available momentarily by a direct phone line.

My husband and I have not been defeated by all that we endured following the many complications I suffered, but thank you for identifying and helping us prevent it from happening to another individual."

"Thank you for calling the doctor's office on my behalf and relaying my complaints; maybe the doctor will listen to what I am complaining about now!"