

Dear colleagues,

We learned recently that the Medical Board of California is considering requiring physicians to have a QR code posted that allows patients to create a complaint that goes straight to the Medical Board. We are very concerned about this, and think this should NOT be enacted.

We believe the original intent of this rule is to make it easier for patients who have legitimate complaints to reach the Medical Board. Unfortunately, this system will be abused by irritated patients, who will in turn inundate the Medical Board with a myriad of non-important complaints, including that the physician was late, they had to wait to schedule an appointment, that the physician didn't respond to their electronic message immediately, etc. Instead of having to call or email the Medical Board, any annoyed patient will be messaging the Medical Board with trivial complaints.

On the patient safety front, the Medical Board will be faced with meaningless complaints that will drown out the more serious problems that the Medical Board should be handling.

As physicians, we are also concerned that physicians will face unfair complaints against them to the board when any annoyed patient can take out their frustrations via a direct line to the Medical Board. There are other ways for patients to bring their complaints to physicians, private practices, and hospitals; complaints to the Medical Board should be reserved for significant problems, as responding to these complaints takes significant time for the physician and can threaten their job.

We strongly believe that the patients who are concerned enough about a physician have the means to reach the Medical Board, and do not need a QR code. This code will simply invite patients to complain about anything and everything to the Medical Board, and will cause physicians and the Medical Board needless headaches.

We urge you to reconsider this issue and not to enact this measure and NOT to amend Section 1355.4 of Article 1, Chapter 2, Division 13, of Title 16 of the California Code of Regulations.

Thank you for your time and attention to this matter.

Sincerely,

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*Dr. Zheng is not practicing in California.
The other physicians listed are based in California.*