

SWISS PLASTIC SURGERY

OMBUDSMAN'S OFFICE

REGULATIONS

I INTRODUCTION

For around 40 years the institution of "Ombudsman" has become increasingly common throughout Europe. In Switzerland the public administration bodies of the Federal Government, the cantons and communes, health insurance funds, private insurance funds, newspapers etc. have the use of an ombudsman.

SWISS PLASTIC SURGERY set up this type of ombudsman service in 2014 and appointed honorary members as ombudsmen.

II GENERAL FUNCTIONS OF THE OMBUDSMAN

The ombudsman does not have any sanctioning duties; he/she acts as a mediator between patients and physicians or between physicians and physicians. The mediation is carried out in an informal and uncomplicated manner. The ombudsman contacts the parties in writing or verbally and tries to find a solution.

Mediation is refused when legal proceedings have already been initiated (complaint, claim submitted to the extrajudicial assessment office of the FMH, etc.).

Applications to the ombudsman are to be addressed to:

Secretariat of SWISS PLASTIC SURGERY
c/o Meister ConCept GmbH
Bahnhofstrasse 55
5001 Aarau

P +41 62 836 20 46
F +41 62 836 20 97
info@plasticsurgery.ch

III EXTRAJUDICIAL ASSESSMENT OFFICE OF THE FMH

Medical treatments can turn out differently than the patient had expected. Patients who suspect that they have suffered damage to their health because of a medical error or organizational fault can turn to the Extrajudicial Assessment Office of the FMH. The latter will organize an out-of-court expert opinion in accordance with its regulations.

SWISS PLASTIC SURGERY

IV CONTACT WITH SWISS PLASTIC SURGERY AND SARA

The ombudsman is the guest of the board of SWISS PLASTIC SURGERY. He/She takes part in all meetings when matters require his/her presence. He/She may contact SARA at any time in order to discuss claims with the experts.

V TARIFFS

Questions or disputes regarding tariffs and complaints concerning fees **do not lie within ombudsman's scope of duties**. This is a matter for the pricing manager of the specialist medical body or the cantonal medical societies (parity commissions).

VI REMUNERATION

- The ombudsman does not receive remuneration for work undertaken for the extrajudicial assessment office.
- For mediations (claims from members) between members and patients a payment of CHF 500.00 is made per case file.
- For mediations (claims from non-members) between physicians and patients the ombudsman invoices the physician according to the time involved.
- For mediations (claims from patients) between patient and physician the ombudsman invoices the patient according to the time involved.

These regulations were adopted by the Board on 12.3.2021 and put into force. It replaces all regulations concerning the Ombudsman's Office of Swiss Plastic Surgery valid until then.