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Risk E-Notes Clarification - Arbitration Message To Our Patients

The Arbitration Agreements have not changed. The Risk E-Notes sent earlier today refers only to the "A Message To Our Patients About Arbitration" ("Message") found on the back of the "Instructions For Use..." sheet in each Arbitration Packet. Do not destroy your current packets of Arbitration Agreements. The only change is the wording of The "Message" to our patients.

When you reorder packets of Arbitration Agreements, the new "Message" will be printed on the back of the Instruction Sheet in those packets. If you are using the "Message" to help your patients understand Arbitration, you can replace the old message with the new one or you may download the new "Message" as instructed in the previous Risk E-Notes.

The following is the new "Message":

A Message To Our Patients About Arbitration

Our goal is to provide medical care to our patients in a way that will avoid disputes. We know that most problems occur as a result of miscommunication. So, if you have concerns about your medical care, please discuss them with us.

Please read the attached contract entitled Physician-Patient Arbitration Agreement. By signing the contract, we are agreeing that any dispute arising out of the medical services you receive will be resolved in binding arbitration before an arbitration panel instead of by a lawsuit in a court of law.

Arbitration agreements between health care providers and their patients have long been recognized and approved by the California courts.

We believe that the method of resolving disputes in arbitration spares the parties some of the rigors of a court trial and the publicity which may accompany judicial proceedings.

Thank you.

Click [this link](#) to download the new Message in six languages.

We apologize for any confusion which might have been caused by the original Risk E-Notes. If you have any concerns about whether you have the most up to date arbitration agreements, please call our hotline at 800-252-0555 for clarification.

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If you have questions about this article, please use the "Contact Us" button to the left.