



# Complaint to the Medical Board

- I am writing to report Dr. Hogue for poor care when I was sick. I went to the Emergency clinic for a very bad cough and chills. I saw Dr. Hogue and he told me I was OK and would get better. Dr. Hogue hardly examined me and did not do anything for me. He was rude and threw a clipboard at me. The nurse at the Emergency admitting desk always asks me about my Medicaid as if that is a problem. Dr. Hogue discriminated against me because of Medicaid.
- Three days later I was worse. Another doctor did a chest x-ray and found that I had pneumonia. I took antibiotics for 10 days and missed work. That would not have happened if Dr. Hogue had given me antibiotics earlier.



## Response of Dr. Hogue

- The patient was a 50 year old man, with hypertension (treated with amlodipine) and distant history of tobacco, who complained of 5 days of cough. The patient's vitals were stable (BP 130/70, HR 80, RR 16, O<sub>2</sub> sat 96%, T 98.7 F) and he looked well and was in no distress. His lungs were clear to auscultation. I thought he had a bronchitis and did not need antibiotics or a chest x-ray at that time. I saw the patient during a very busy night in the ER, and I was seeing multiple patients. I was not rude, but just busy. I did not throw a chart at him, but might have tossed it on the bed, which I sometimes do when I wash my hands. I never discriminate against people with Medicaid.
- Investigation: review of the records confirmed documentation of the examination, assessment and plan.



# Questions

- Why did the patient complain?
- What else do you want to know, if anything? What more should the investigation involve?
- What are the factors involved in the care the patient received?
- Was there a problem with medical care? Other problem?
- What opportunities are there for education and improvement?
- What is the case decision?