

PATIENT ADVOCATE LIAISON

CONTACT:

Patient Advocate Liaison

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PAL MISSION:

The mission of the Illinois Department of Financial & Professional Regulation Patient Advocate Liaison Program is to enhance prosecution efforts by providing patients with service in the area of advocacy, guidance and support. Our outreach efforts will be thorough and our response will be professional, respectful and consistent.

THE DEPARTMENT OF FINANCIAL & PROFESSIONAL REGULATION

DIVISION OF PROFESSIONAL REGULATION

The mission of the Division of Professional Regulation is to serve, safeguard and promote the health, safety and welfare of the public by ensuring that licensure qualifications and standards for professional practice are properly evaluated, applied and enforced.

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State of Illinois
Pat Quinn, Governor

Department of Financial & Professional
Regulation
Brent Adams, Secretary

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THE DEPARTMENT OF FINANCIAL & PROFESSIONAL REGULATION

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JAY STEWART, DIRECTOR



PATIENT ADVOCATE LIAISON

OUR GOAL:

The Patient Advocate Liaison (PAL) provides information, support and advocacy to complainants in actions brought forth through the Medical Practice Act (MPA).

The Patient Advocate Liaison provides complainants with a thorough explanation of the steps involved in completing an investigation, informs the complainant about the status of their case throughout the investigation process, and refers complainants to other agencies for issues falling outside the Illinois Department of Financial & Professional Regulation's jurisdiction.

Complainants have a crucial role and your involvement is essential as prosecutors work to enforce the Medical Practice Act and keep the community safe.

THINGS TO REMEMBER:

- The Statute of Limitations (SOL) to file a complaint is 5 years from the date of the incident. It is imperative that medical complaints get filed as soon as the incident occurs to avoid closure due to an expired SOL.
- Complaints solely regarding a billing dispute fall outside of the departments' jurisdiction and, therefore, should be filed with the Illinois Attorney General's Healthcare Bureau Unit at:

(877) 305-5145
Or
<http://www.illinoisattorneygeneral.gov/consumers/healthcare.html>
- The PAL Unit cannot supply physician or private attorney referrals.

FREQUENTLY ASKED QUESTIONS (FAQ's):

What are the steps involved in the intake and review of a medical investigation?

<i>STEPS:</i>
<i>Investigator Assignment</i>
<i>Complainant Interview</i>
<i>Investigation</i>
<i>Coordinator Review</i>
<i>Board Review</i>
<i>Determination</i>

What determines if a physician is disciplined by the Department of Financial & Professional Regulation (IDFPR)?
IDFPR must be able to prove a direct violation of the Medical Practice Act.

Where can I find the Medical Practice Act?
<http://www.ilga.gov/legislation/ilcs/ilcs.asp>
Scroll to Chapter 225 → 225 ILCS 60/

What determines the discipline handed down to a physician found to be in violation of the MPA?
Several factors go into deciding the type of discipline applied to a physician's license such as the severity of the violation, previous offenses, discipline and patterns of practice.