

NATIONAL COMMISSION FOR MEDICAL ARBITRATION



GOBIERNO
FEDERAL

SALUD



Unsatisfied with received
medical services?



Need information
on your medical condition?



Complications in your
medical attention?



Disagreements
with your doctor?



What is

CONAMED

and what can it do for you?

1.- What is CONAMED?

CONAMED is an institution created for the solution of conflicts that arise among users of medical services and providers of such services. Both parties participate voluntarily, thus avoiding recourse to judicial proceedings (such as criminal or civil). With services provided, CONAMED contributes to improve the quality of medical services.

2.- What kind of issues does it meet?

Cases in which there is any deficiency or irregularity in the provision of medical services, in cases where medical services are denied in an emergency, or when the subscriber has the right to receive medical services from either public, private or social security institutions.

3.- What are the advantages of going to CONAMED?

The procedures at CONAMED are free, confidential, simple and agile, which allows to substantially reduce the time in which conflicts are resolved. It is not required to hire a lawyer, since one from the National Commission is present during the whole process, by not being an advocate for any of the parties involved, impartiality is guaranteed during the entire process.

4.- Will the users of medical services be at disadvantage in a process followed in CONAMED?

No, at CONAMED neither party is at a disadvantage compared to the other, since the processes are conducted in an impartial and objective manner.

5.- What mechanisms are used by CONAMED for solving conflicts?

Guidance, specialized advice, immediate action, conciliation and arbitration. The last two make up the arbitration process.

6.- When is guidance provided?

When short and simple information on the mechanisms of conflict resolution used by CONAMED is required and on issues related to medical services.

7.- What constitutes the specialized advice?

A medical consultant and a legal adviser provide the user, in a comprehensive and specific manner, information related to the problem, stating the various alternative solutions and requirements to be met in order to file a complaint as well as the rules of the arbitration process.

8.- Can doctors contact CONAMED for guidance and advice?

Yes. CONAMED is prepared to offer expert advice and guidance to both medical providers and users.

9.- What constitutes the immediate action?

If the nature of the matter involved (eg, denial of care or unjustified deferral) is likely to be resolved immediately, the medical consultant at CONAMED may phone the medical service provider to ask for immediate attention.

10.- What constitutes the conciliation?

It is the agreement reached by the user and the medical service provider through the intervention of CONAMED, formalized through the signing of a contract.

11.- What happens if the parties do not resolve the conflict through conciliation?

If the parties so decide, CONAMED will start the decision phase of the process, in which CONAMED acts as arbitrator, for which both parties must sign an arbitration agreement, ie agreement on establishing the rules of procedure and the obligation of both parties to comply with the resolution (award) issued by CONAMED, therefore ending the conflict.

12.- So, Should one go to CONAMED?

Yes, since you will get an agile, impartial, objective, expert and free solution.

For more information do not hesitate to contact us:

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