

**ILLINOIS STATE MEDICAL SOCIETY**

**Resolution 04.2019-01  
(A-20)**

Introduced by: Amar Davé, M.D., ISMS Member

Subject: Vulnerability of Physicians by Online Rating Services

Referred to: Council on Economics

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1           Whereas, ISMS is an organization of the physicians for the physicians protecting  
2 the integrity and standing of its members in communities across the state; and

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4           Whereas, physicians’ online rating services offer an unchecked platform to the  
5 public to write reviews about physicians; and

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7           Whereas, there is always potential for adverse review by a disgruntled patient;  
8 and

9           Whereas, these reviews at times are not restricted to healthcare related matters;  
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12           Whereas, many times unsubstantiated personal matters and character  
13 assassinations matters are placed; and

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15           Whereas, these unsubstantiated reviews have potential for brining unrepairable  
16 damage to physician(s) and the physician organizations; and

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18           Whereas, it is beyond the abilities of physician(s) to go after the rating services  
19 in term of legal and corrective actions; and

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21           Whereas, legal actions are long drawn and expensive; and

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23           Whereas, anti-defamation legal activities are not covered by any malpractice  
24 insurance carriers; and

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26           Whereas, ISMS has an obligation to its members to come up with strategies to  
27 check the unbridled power of these platforms; therefore, be it

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29           RESOLVED, that ISMS establish a task force to address various ways to make  
30 these rating services accountable for what goes on their sites. There needs to be

- 1 communication with various insurance carriers to include anti-defamation feature
- 2 because we all are vulnerable to unsubstantiated defamatory attacks.

**Fiscal Note:**

N/A

**Existing ISMS policy related to this issue:**

ISMS Supports the AMA Principles on Maintenance of Certification ... 6) Patient satisfaction programs such as The Consumer Assessment of Healthcare Providers and Systems (CAHPS) patient survey would not be appropriate nor effective survey tools to assess physician competence in many specialties. (HOD 2014)