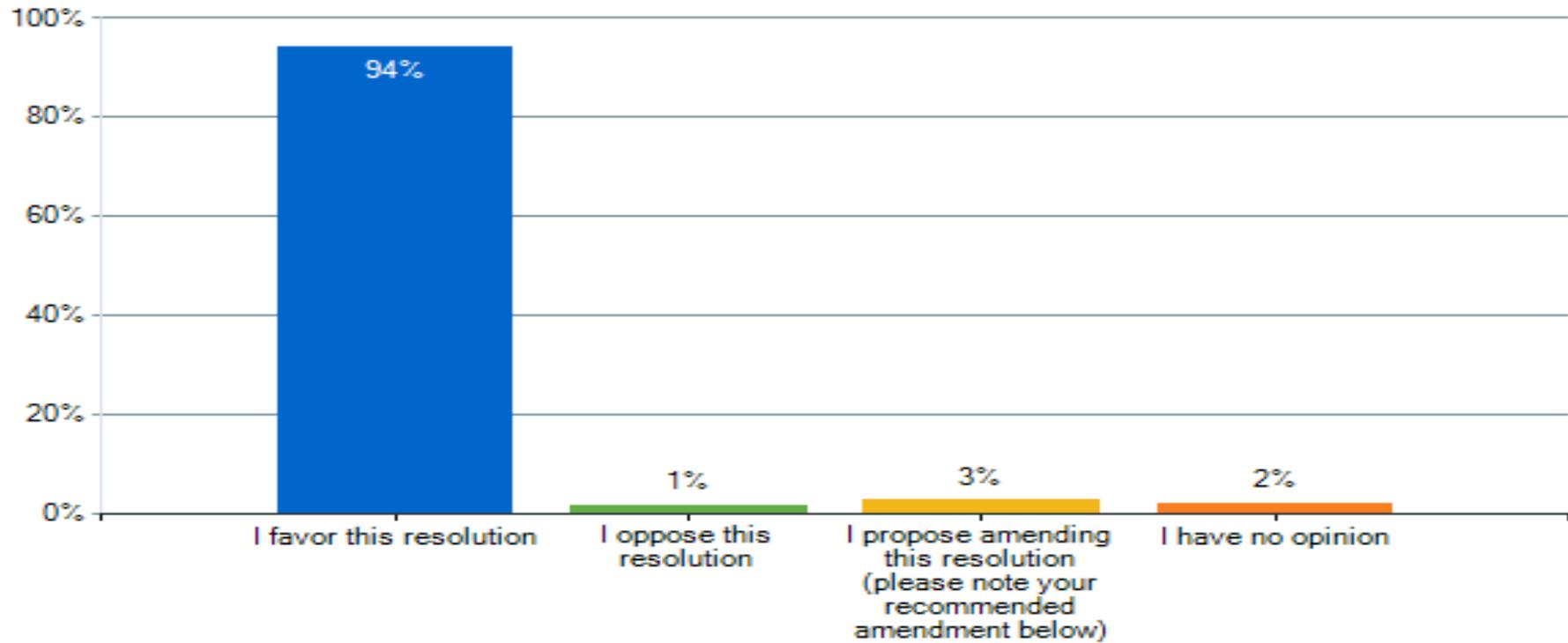
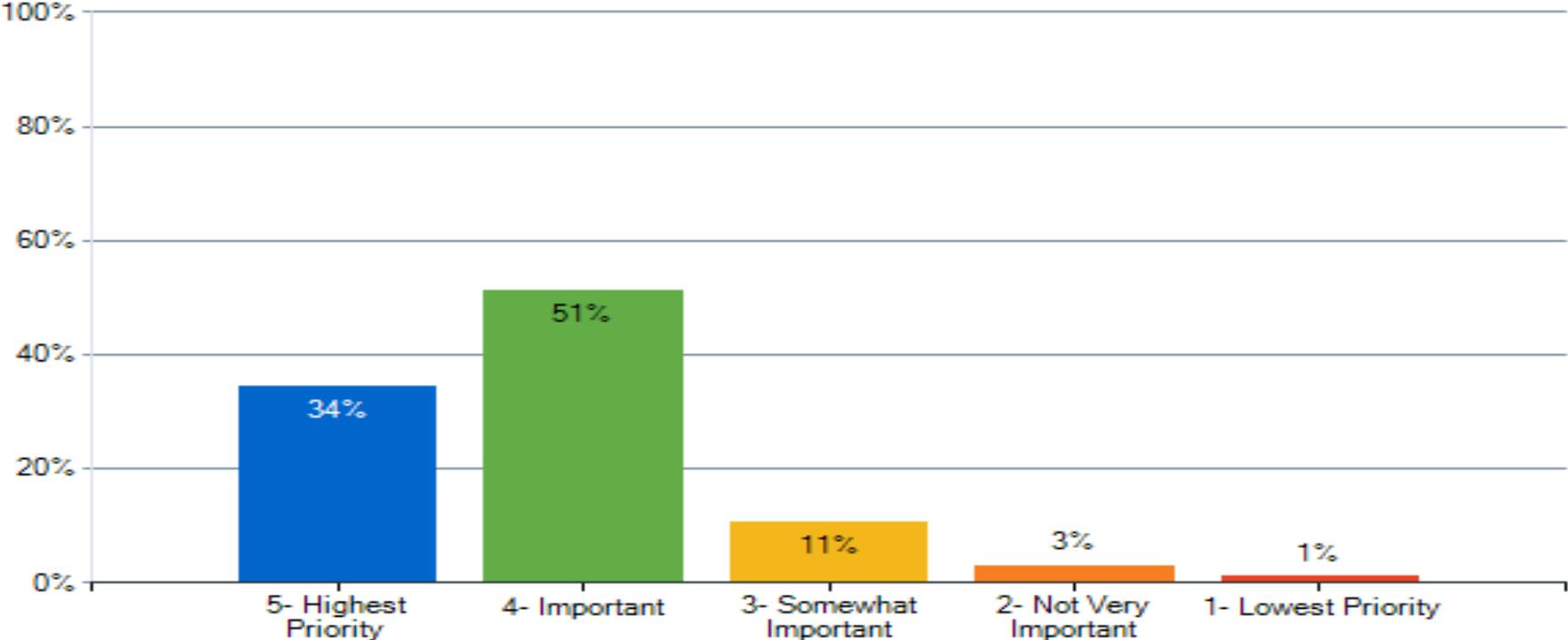


Vulnerability of Physicians by Online Rating Services



282 Responses

Please indicate your view of this resolution as an ISMS priority.



282 Responses

Comments – Resolution 04.2019-01

Sr.No.	Response No.	Response Text
16	16	Agrer
25	25	I think it would be simpler to request that any rating service have to remove any adverse comment that is challenged by a physician which the rating service is not able to substantiate with detailed information, including the name of the patient and date of the incident. Since they can't breach HIPAA, this would basically mean every challenged complaint had to be removed.
30	30	I support the resolution
32	32	I agree with researching this, but I would imagine there is considerable legal research to do re: free speech, HIPAA, etc.
36	36	Amen. Worst actor in the debacle is by far YELP! They mark positive reviews 'not-recommended' and keep negative reviews 'recommended' and then when you call they yell and scream if you ask questions about your ratings and just try to sell you/extort you.
37	37	This is an era of tweets and face book and if we do not act we will be the victims.
38	38	Yes!
43	43	Good, and well timed Resolution. Steven D. Williams, MD FACS Kankakee County Medical Society
48	48	Excellent!!
58	58	I believe online appointment booking and rating services are very important to improving health care access and accountability of physicians. However, there needs to be rules and regulations in place to make sure that this does not get abused.
59	59	This is a must!
60	60	Possible, necessary, timely and very useful.
62	62	1st amendment will probably get in the way of any meaningful reform, but it is worth a try
65	65	Agree 100%
66	66	A very important issue about which we can do NOTHING. The same problem exists for every type of business in the world. Anyone using the internet knows somewhere somehow there is a dis-satisfied customer/consumer. Anyone using these reviews takes that into account. The way to fight the problem is to ask all your satisfied patients to post good reviews for you. The doctor needs to be pro-active. The medical society cannot do anything. Don't was ISMS resources, personnel or financial -- fighting a hopeless battle. And by the way, if someone has many bad comments on line there is very likely a reason for it. Mike Treister

67	67	This is an excellent idea
82	82	There must be a legal way for physicians to respond to unfair criticism online since it does affect our reputation and our livelihoods. We cannot defend ourselves if we do not know the names of our accusers and even if we did, defending ourselves online would violate privacy rules. I think these rating websites should be shut down completely. There are already legitimate avenues for patients to address any serious concerns about physicians. There at least should be more legal limits as to what people online can report anonymously. And there should be more disclaimers about these rating sites that seem to multiply overnight. However, reconsider the clause that it is beyond physicians to go after rating services in term of legal and corrective action. That sounds like you are accepting that as a fact. I think you meant due to the expense of pursuing such. But why can't we? Part of the explorations should be how collectively we can take legal action against these raters. If you go after those who provide such a forum for these comments, that can shut this down.
84	84	Please do something about this
88	88	Agree
89	89	http://www.dmlp.org/legal-guide/anti-slapp-law-illinois It seems like there should be some type of redress for this via SLAPP type response. If this is impossible, having something in insurance carriers to address it with plan participants who use these platforms in this way.... The physician has no real way to effectively address themselves, because in doing so, it announces that there is/was a potential Doctor Patient relationship which is actually HIPPA protected..... So physicians and their staff are trapped/silenced to defend themselves in a way..... and thus it feeds into the negative post/narrative because it looks like by not responding we are complicit with what was written.....
90	90	I agree with this statement and mission.
92	92	Patients give you negative reviews if you won't give them the narcotics they demand or if you won't give them prescriptions for medicines they heard about from their friends or on TV which are not appropriate for their problem. They slam you and say you are a terrible doctor and there is no way to defend yourself or respond.
100	100	I cannot understand the intent but implementation would be difficult.
101	101	I support the creation of the task force but have concerns about the definition of "rating service." For example, if a practice solicits feedback from patients and those patients elect to have the review on the publicly facing website of the practice, would the physician be accountable for this review?
103	103	The physician patient relationship is not - and should not be- held in the same light as other consumer transactions. Scientific evidence should not be swayed by public opinion. A patient may be harmed by developing distrust in their treatment based on inflammatory reviews. This is not the same as choosing a different restaurant. Also, almost all of these sites are posting information on the physician (training, specialty, insurance accepted, etc) without the physicians' input or consent, and that is frequently full of errors. . There are too many sites to monitor. In fact, paients are haveing trouble finding their physicians actual website in the clutter of a search result. So yes. Online sites should be restricted. Their information then will be more meaningful to the public. On another note, self reported reviews (nm.org) are just as suspect - how can everyone be a 5?
104	104	I agree fully. These online ratings are highly biased and misleading to the consumer.
105	105	I fully support this resolution and if in any way can Be strengthened further in its

		<p>implications it should be added to it at this time since someone may try to water it down further and then become useless. The physician latterly at great disadvantage when these unfounded allegations published in social media in the name of freedom of speech . I was insulted twice by a patients on public media once on yelp because I declined to prescribed controlled substance to a patient who I seen for the first time in my office and this drug habitual patient insulted me by writing horrible review and I felt it is useless to respond, I was sued by one patient , the only law suite that proceeded to a court for trial , i was acquitted by the jury in less than 45 minutes the accuser then went to one of social media and insulted me professionally In either of these cases I felt strongly that I should have responded to these insults but I was told that really nothing I could do legally. If there is a law to protect the physician from these social media unfounded allegations and insults It would have helped to put a stop on this abuse. In fact these social media publications has caused damage to my professional practice with no recourse.</p>
108	109	<p>Thanks for this initiative. I have seen an occurrence (not affecting me), where a disgruntled employee rather than patients used this to negatively affect a doctor's rating.</p>
111	112	<p>Yes absolutely true. We have no protection at all currently.</p>
116	117	<p>In my opinion any info published about physicians, good or bad, should have clear identification of the author, source of information and should include disclosure of possible financial rewards associated with that publication..</p>
121	122	<p>I agree there needs to be accountability for these ratings services and some transparency</p>
125	126	<p>It seems difficult to be able to make these sometimes commercial rating services accountable. A physician can even go in and change the ratings on some of them by eliminating negative comments....for a fee of course.</p>
126	127	<p>Great resolution!! I endorse it.</p>
127	128	<p>Yes I agree with written policy above.</p>
129	130	<p>Agree. I just had a patient lodge a complaint because I 'almost' missed her child's appendicitis even though she was seen within 2 hours of calling (had to be encouraged to come in) and had her appendix out within 8 hours of onset of symptoms. How can we possibly combat something as ridiculous as this?</p>
130	131	<p>I support this resolution. Before I retired, I had an "poor" rating that included several untrue statements posted on a review site. In addition, because of HIPAA, we cannot "defend" ourselves against attack whenit occurs on these sites. We deserve some manner of recourse against these review sites.</p>
131	132	<p>I agree that there can be a problem with online reviews. I also agree that sometimes patients have legitimate complaints and that online sites provide a forum to express the complaints. Patients also do not always wish to engage in a legal action</p>
132	133	<p>Its about time something is done. The patients that write online reviews are mad because they did not get what they want. Rx's, meds etc they did not pay their bill.... on and on 95% have nothing to do with actual care of the patient!!!</p>
133	134	<p>Strongly in favor of this resolution</p>
137	138	<p>Although I favor this resolution, I don't see any way that these online companies will be able to be held accountable short of legal action. Thanks</p>

139	140	This seems like a non-pressing issue in the broader context of what we should be working on as a profession but a task force is low risk so that seems like a reasonable accommodation for this concern.
145	146	I agree with the resolution as someone can say anything.
149	150	Completely agree with the content and wording of this resolution
150	151	Concur
151	152	Agree that the issue of unchecked defamation by rating services is a serious issue. Some hospitals have an internal mechanism whereby physicians can review patient comments and, if inflammatory, defamatory, and unjustified, the physician can protest and the comment assessed/deleted. Additionally, there may be more legislative sway if other targeted groups, such as lawyers, restaurateurs, and hoteliers were included with letters supporting the resolution.
154	155	None
160	161	The resolution must not infringe on anyone's freedom of speech.
161	162	I agree with ISMI position. Any disgruntled patient can put anything online without any means of prior review by third party.
169	170	I like this idea, but think the language needs work. Alternate language below. Resolved, that our ISMS work with appropriate stakeholders to make online rating sites responsible for the accuracy of the information contained on their websites with clear mechanisms for removing inaccurate content.
174	175	I didn't give a pt what she wanted- free care which still has liability. Child bearing age. Forms and many vaccines for trip. Advised appt. then roasted me and made stuff up when I wouldn't do it had appt 2 wks prior for sore throat. This never came up. Was on yelp
180	181	Agree
186	187	agree
204	205	Fully agree to proposition.
205	206	We need some oversight in this process
207	208	I agree that the task force should be established and followed up
208	209	While these ratings are at times helpful, they can be derogatory. Very difficult if not impossible to blame someone or a rating service for the content .
209	210	Very apt and urgent need for us.
211	212	I completely disagree with this proposal. Online reviewing systems are the only ways patients have of assessing physicians before actually committing to an appointment. Online review services, while at times filled with vitriol from disgruntled patients, are no different than reviewing of other services and goods. They provide accountability.
212	213	For further consideration and support—consider the potential reviews a psychiatrist may receive when in the always difficult situation requiring “involuntary admission” into a

		psychiatry unit. Never pleasant for anyone—and it's not uncommon for patients to unfairly blast the psychiatrist. Thanks for considering this resolution!
215	216	Many professionals depend on the integrity of their reputation, socially and professionally. There are already legal remedies for valid victims of professional misconduct, abuse, or negligence, but social media provides an opportunity to affect a physician's livelihood outside of the legal arena (where evidence and legal proof are required). Common sense dictates that any criticism, complaint, or anecdote on social media must be looked at skeptically, but the public may be swayed by a convincing tale of woe. Surely there must be a way to present both sides of an issue to current and potential patients objectively. Credible journalists perform this task daily in the news media (e.g., with questionable accusations of a crime being committed) and have been dealing with the issue of "fake news" for some time now. Physicians need the support of their professional organizations to protect their lifelong investment of time, education, expense, and personal sacrifice. I favor this resolution.
222	223	The second sentence of the resolution might be better stated as suggested here: RESOLVED, that ISMS establish a task force to address on-line rating services, to address 1) various ways to make sites accountable for what goes on their sites, and 2) to explore strategies for insurance coverage that includes anti-defamation features designed to protect professional reputations from unsubstantiated defamatory attacks.
224	225	This is an excellent idea as physicians need protection from being defamed unjustly.
229	230	Agree
230	231	Great. It's about time. We are often assassinated with vindictive , false reviews and have no way to respond or protect ourselves. These web services have weaponized their services and often have minimal guidelines for their posts. Google , as an example, is a big offender. As a business, we have asked them to have some false claims taken down and Google usually will not.
231	232	This is an extremely important issue facing physicians. Anonymous reviews are rarely helpful and nearly always are intended to be harmful towards the physician. They typically extrapolate a reviewer's dislike of some aspect of their experience to equate to poor quality medical care on the part of the doctor. Even positive reviews rarely provide any meaningful and accurate insight into the quality of medical care received by the patient. And, in order to not violate HIPPA a physician cannot respond to anything posted on these reviews other than to suggest that the individual phone the office to discuss their concerns. Acknowledging that the individual is a patient, was seen on the date at question, or disputing anything stated by the reviewer is a violation of the patient's privacy rights. This places physicians in the position of not being able to confront their accuser and having to silently suffer the defamation of their character and their professional integrity. In addition to legal action, the public already has the ability to contact local, county , and state medical societies as well as state licensing and regulatory agencies to report physicians who engage in misconduct and provide substandard care, these online anonymous review platforms are unnecessary. Furthermore, these online platforms are not linked or monitored by the agencies that oversee physician licensing and may actually detract from the regulatory initiatives of these regulatory agencies by allowing reviewers to post online rather than informing the appropriate entities regarding legitimate concerns relating to physician quality. These anonymous online review platforms serve predominately to enrich the hosting company, not to benefit the reviewer and certainly not to allow the physician to constructively learn, grow, and adapt to the content posted. On the contrary, they are harmful to the physician's reputation and image in the community at large and among peers
233	234	This is an extremely important issue, and I would be happy to serve on a task force.

237	238	I support this 100%!
239	240	Agree. Difficult problem
241	242	completely agree!
242	243	Good
243	244	I agree
244	245	I agree with the significant concerns regarding the dangers of social media/online rating sites to physicians and medical institutions.
249	250	I think this is a good idea that would help many members.
250	251	Two thoughts come to mind. First, on any rating site, the person or entity being reviewed should have an easy way to respond to any review, that should be posted along with the review for all to see. Second, posts with regard to healthcare (and for other types of personal or professional posts or ratings) should be restricted to the profession or service being provided, and ratings services should be obligated to make sure that their platforms are not used inappropriately or used to perpetuate hate or harmful comments, or comments that are of a personal nature. Please have the committee review these ideas if possible. Thanks. The resolved second half of the resolved that mentions insurance companies should be amended by deletion.
251	252	Agree
252	253	This is a large unregulated issue.
254	255	Very needed and important
256	257	Agree with this task force. I think even just the presence of such websites is extremely offensive to physicians, as it creates a cultures of medicine resembling the hospitality industry. At the very least an anti-defamation feature is essential in remaining the dignity of physicians who are providing care for their communities. The comments can create confusion and possible mistrust and paranoia in patients seeking care, which could potentially negatively impact their health, if for example they must see a certain physician due to insurance reasons, and that physician has inappropriate remarks on a physician rating website.
258	259	Whereas, these unsubstantiated reviews have potential for brining unrepairable damage to physician(s) and the physician organizations; and should be bringing in line one and irreparable
260	261	I have a big problem with emergency room surveys given to drug seekers and alcoholics,
261	262	I believe ISMS should work with online rating services to establish a preferred reviewing service in exchange for allowing critical assessment of reviews and reviewers by physicians, insurance companies, and review service staff.
262	263	I suggest requiring the reviewer to submit their name and email address in order to be allowed to post a review
264	265	Require the rating service to document that the contributor (or their family member) was in fact seen by the physician and also require the service to edit the comments so they

		include only information regarding medical care. Personal matters should be edited out and civility required. Finally the physician should be notified before the review is published so the physician is aware of the review and can comment.
267	268	I agree with the above proposed policy that often criticism of physicians and health care providers is not based upon facts but based on personal opinions and biases. Unfortunately patients with positive experiences don't take the time to express their thanks for a positive experience. Too often disgruntled patients have an axe to grind and use rating systems to get even.
268	269	I agree with the idea of a task force to explore the options [including legal if necessary] for defense against trolls and other defamatory attacks on physicians
272	273	Good idea. Should state in title vulnerability to not vulnerability by. Several typos Unfortunately, older people, who often have some decent comments, never seem to understand how to access the writing services.
274	275	I could not agree more. I feel that YELP is the biggest culprit- they wont take down the bad reviews until you agree to pay their fee. Felt like extortion to me. How this is an acceptable business practice I have no idea.