

RESOLUTION 3-09A

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3 **Title:** Identifying Abusive, Hostile or Non-Compliant Patients  
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5 **Introduced by:** Alan M. Mindlin MD, for the Oakland County Delegation  
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7 **Original Author:** Alan M. Mindlin, MD  
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9 **Referred to:** Reference Committee A  
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11 **House Action:**

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14 **Whereas, many patients are becoming more abusive and hostile toward**  
15 **physicians for many reasons not limited to the economy, increasing co-pays**  
16 **and deductibles, unreasonable expectations and demands, a lack of**  
17 **instantaneous cure, arrogance and/or the belief that they “own” their**  
18 **physicians, and**

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20 **Whereas, there are decreasing numbers of physicians both in primary**  
21 **care and specialties especially in terms of access, and**

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23 **Whereas, increasing noncompliance with treatment can reflect**  
24 **negatively on physicians during black box audits by insurance companies and**  
25 **oversight governmental agencies, and**

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27 **Whereas, abusive, hostile, and noncompliant patients result in**  
28 **increasing office resources adding to office overhead and added stress on all**  
29 **of the office personnel, which can lead to potential ill health, and**

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31 **Whereas, the stress of dealing with ungrateful patients is adding to the**  
32 **stress of physicians leading to decreased physician satisfaction, and**

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34 **Whereas, any complaint to any oversight investigative regulatory body**  
35 **leads to uncompensated expenditure of time, resources, and monies to defend**  
36 **physicians or the “guilty until proven innocent” principal, and**

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38 **Whereas, physicians need to own the data to simplify patient collection**  
39 **and identification to defend themselves as well as alert outside investigating**  
40 **agencies to the potential nature of the patient’s records; therefore be it**

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42 **RESOLVED: That the Michigan Delegation to the AMA ask the AMA to**  
43 **ask the AMA’s CPT Editorial Panel to investigate for data collection and report**  
44 **back at Annual 2010 meeting: 1) developing a modifier for the E&M codes to**  
45 **identify hostile, abusive, or non-compliant patients and/or 2) develop an add-**  
46 **on code to E&M codes to identify hostile, abusive, or non-compliant patients.**

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48 **WAYS AND MEANS COMMITTEE FISCAL NOTE: NONE**