NEW BOARD MEMBERS
FIRST IMPRESSIONS

Cheryl D. Clukey, Public Member
I have been a public member of BOLIM for 9 months. In this short time I have slowly moved from participating on the level of a "doe in headlights" to a member that has gained the confidence to make informed medical practice decisions.

BOLIM's mission remains a steadfast commitment to informing and protecting the health of Maine citizens. At my first board meeting, I quickly assimilated BOLIM's prevailing thread of expected high professional standards and quality of medical practice by Maine's physicians. Initially reading, analyzing and interpreting the volumes of monthly medical complaints and accompanying documents was a daunting task for me. The BOLIM staff works precisely and diligently to investigate, organize and summarize the data into the "essence" of the medical complaint before it is delivered to me. Their hard work makes my job a lot less cumbersome. However, each month there is an inordinate amount of medical data, anecdotes and records to be read before any determination can be made on the complaint. As a public member, I do not have a medical background, yet by reading each complaint and communicating with my peers, I have become increasingly confident in determining whether an allegation or complaint has merit.

As one of three public board members, I feel my contribution is important. I represent the citizens of Maine, who often feel they have no voice in their medical care. BOLIM can be their voice and is an effective avenue to be heard and understood. I offer a viewpoint sometimes different from the professional medical board members - from a citizen's point of view that is on the receiving end of medical care. I work hard to represent them to the best of my ability.

Daniel K. Onion, M.D., Physician Member
In my first few months as a physician board member of the BOLIM I have had these initial personal impressions:

- The conscientious professional staff of BOLIM all follow the rules and treat everybody (docs/pa's, patients, et al.) respectfully.
- Each of the approximately twenty-five complaints dealt with at each meeting usually entails review of hundreds of pages of medical records, much like the review of a malpractice case.
- The open debate and collegial discussion about case merits and limits of acceptable professional behavior are impressive, thoughtful and helpful, even though sometimes conclusions are contrary to my perception of the world.
- The public member participation effectiveness surprised me, given the sometimes extensive technical medical discussions.
- Docs often mistakenly dismiss patient complaints forwarded from the board to them for comment as frivolous and respond cursorily. Not a good idea!
- Some horrendously embarrassing misbehavior by some of our peers occurs amidst the welter of bad outcomes, medical misadventures, misunderstandings, and angry patients.
- A surprising number of the complaints seem to be about prescribing too many/too few controlled substances.
- The efficacy of the physician drug program saves docs and their careers in a publicly safe way despite the inevitable tensions between it and the work of the BOLIM.

FEE POSTING
This is a reminder to physicians that as part of the Consumer Information section of the Dirigo legislation passed last year, charges for commonly offered services are to be provided to patients. The statute governing this allows the patient to file a complaint for failure to provide this information. The law does not specify how many services must be listed, or the parameters of posting. By now, all physicians should have printed fee information.

NEW LICENSURE FEES
The Board of Licensure has authorized increases for several classes of license. Renewal fees for MD licenses WILL NOT be affected. New, temporary, and teaching license fees will be higher along with PA fees, as of January 2005. A sampling of new fees is listed below. Contact the Board for a full list.

<table>
<thead>
<tr>
<th>Fee Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>All Temporary Licenses</td>
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<tr>
<td>Educational Certificate</td>
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<tr>
<td>PA Renewal – biennial</td>
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<tr>
<td>PA/NP Registration</td>
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