

## **(English Version Only)**

# **Hong Kong Phlebotomy and Intravenous Infusion Association (HKPIVA)**

## **Disciplinary Procedures in Handling Complaints against Registered Phlebotomists**

### **Introduction**

1. Hong Kong Phlebotomy and Intravenous Infusion Association (HKPIVA) may deal with complaints against registered phlebotomists touching on matters of unprofessional conduct. Complaints against registered phlebotomists are handled by the HKPIVA. The steps involved are outlined in the ensuing paragraphs.
2. The HKPIVA has no jurisdiction whatsoever over claims for refund or compensation, which should be pursued through separate civil proceedings.

### **Receipt of complaint**

3. On receipt of a written complaint, the Secretary will refer it to the Chairman of the Preliminary Investigation Committee (PIC) of the Board for consideration. The PIC Chairman is a member of the Board nominated by the Board and appointed by the Chairman of the Board. If the PIC Chairman is or will be unable temporarily to exercise his functions, another Board Member may be appointed as the acting PIC Chairman.

### **Consideration by the PIC Chairman**

4. Having regard to the information available, the Chairman will decide on one of the following courses of action:
  - (a) to dismiss the complaint if he is satisfied that the complaint is frivolous or groundless;  
or
  - (b) to call for a meeting of the PIC to discuss the matter; or
  - (c) to collect further information from the complainant, before coming to a determination as to whether the complaint should be dismissed or referred to the PIC.

### **Meeting of the PIC**

5. The PIC comprises, apart from the Chairman, two other Part I registered medical laboratory technologists or assigned medical professionals, each nominated by a professional body in Hong Kong. Before the matter is discussed at a PIC meeting, the registered phlebotomist being complained will be informed of the substance of the complaint and be invited to give an explanation in reply.
6. At the meeting, the PIC will consider the letter of complaint, the explanation submitted by the registered medical laboratory technologist and any other relevant information which is available, and decide whether to:
  - (a) dismiss the complaint, or
  - (b) refer the complaint in whole or in part to the HKPIVA for inquiry.

If the complaint is dismissed by the PIC, the complainant will be informed of the brief reasons for the dismissal.

7. The inquiry is conducted in accordance with a set of statutory disciplinary procedures. At the hearing, either the Secretary or the complainant may present the case against the registered

phlebotomist. When the case against the phlebotomist is closed, the phlebotomist will be given opportunity to defend his case and to adduce evidence in support. The complainant may also be called upon to testify in person.

8. At the conclusion to the hearing, the Board may :

- (a) Dismiss the complaint if the registered phlebotomist is not guilty of the offence charged  
or
- (b) make an order against the registered phlebotomist if he/she is found guilty of the offence charged.

9. Upon the Board making a finding of guilt, by law, the registered phlebotomist may be punished by way of a disciplinary order. It includes the removal of the registered phlebotomist's name from the register of HKPIVA, a reprimand or a warning letter. If the registered phlebotomist is aggrieved by the decision of the Board, he may appeal to the Court of Appeal.

#### **Notification of results**

10. Depending on the complexity of each case, it takes generally a few months before a case can be concluded. In any event, a complainant will be informed in writing of the progress of the disciplinary proceedings as far as possible.

Secretariat of Hong Kong Phlebotomy and Intravenous Infusion Association