National Medical Arbitration Commission: two decades of its formation

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De la Fuente¹ presents an editorial about his personal experience in the creation of the National Medical Arbitration Commission (CONAMED – *Comisión Nacional de Arbitraje Médico*). CONAMED was founded in 1996² and, initially, the medical community was unaware of the reach this commission had; there was concern that an inquisitorial attitude by the experts might toughen the relationship with physicians.

Conciliation has been the weapon for a sound solution of conflicts. The need to maintain an adequate communication in the doctor-patient relationship is emphasized.

National epidemiology shows that population morbidity and mortality have changed, giving way to chronic-degenerative conditions as the cause of hospital admission and outpatient consultation.

The expectations of patients and their families have exponentially grown, and bad news and adverse prognoses, which were serenely accepted in the past, are therefore currently the cause of conflict³.

Technological and human resources limitations in hospital areas, which can be found with certain regularity especially at night shifts or weekends, are fertile ground for discussions and complaints.

CONAMED has taken care of diffusion and training for problem solving^{4,5}, thus allowing that stakeholders, rather than lawyers' commercial interest, negotiate the less harmful conciliation.

It is necessary for physicians and the health team to be familiarized with this commission's recommendations, since potential cases of lawsuit are to be increased in the future.

Fair, respectful, moderate and empathic communication allows continuing with the necessary, though sometimes forgotten, doctor-patient relationship.

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