The mother of a child makes a complaint.
She states that three days previously, her 5 year old son had presented to the emergency department with elbow pain after a fall onto his outstretched hand.
Following X-rays, the treating doctor had “pulled on the elbow several times causing him to cry”.
The doctor stated that he had suffered a “sprained elbow” and to return if the pain did not settle.
The mother is distressed that her son had received no analgesia for the sprain and that he continued to not move the elbow because of pain. She also complained that the doctor spoke in a rude and insulting manner, and was very rough in his examination.
During your investigation, you find that the official report of the X-ray revealed a supracondylar fracture.

1. Describe three steps in dealing with this child’s second presentation

2. List the four most important steps in dealing with the mother’s complaint

3. Describe three strategies to mitigate the risk of this happening again

4. List three key features which define a pulled elbow