

Corporate Associate membership: Adverse incident reporting guide



Guidance:

Corporate Officers should notify Medical Protection as soon as they are aware of any adverse incident and or potential medical negligence claim.

The Corporate Officer will be the primary contact for Medical Protection throughout the process.



Medical Protection corporate member becomes aware of 'Adverse Incident' and 'Risk of Claim'.

Corporate Officer actions

Online reporting portal (preferred):

Medical Protection website: 'Contact us' page, please scan the QR Code

Telephone:

800 908 433 (24/7 emergency support)

Email:

assistance@medicalprotection.org

Medical Protection would want to understand and receive from the Corporate Officer

- **What has happened?** Please provide a brief summary.
- **Key dates** When did the incident happen; when did you find out about it?
- **Are the actions of any corporate role holder linked to this adverse incident?** If yes which role(s)?
- **Was any of the care involved provided by a doctor?** If yes, provide the names and positions of those doctor(s)
- **Who was involved?** Which Corporate roles? For Physicians provide their full name(s) and position(s)
- **Copies of any complaint and response to the complaint**
- **Copies of the patient medical records**
- **Copies of any report/witness statements**

Do not delay your report to Medical Protection if any of the information above is not immediately available. Please anonymise patient information where possible.

Medical Protection may request more information and or documents

Medical Protection Member Protection and Support Division
Dedicated file handler assigned

Assistance confirmed

Assistance declined

File handler will summarise decision and will if appropriate provide guidance around complaint mitigation; next steps

File handler will summarise decision