



Corporate Associate membership: Claims 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 receives claim.
Corporate Officer actions

Online reporting portal (preferred):

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

Telephone:

+44 113 243 6436 (24/7 emergency support)

Email:

Caribbean-and-Bermuda@medicalprotection.org

Medical Protection Member Protection and Support Division will want to see:

- A summary of the event(s)
- Dates (of incident; period of involvement and when the event was first identified)
- 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
- Any relevant correspondence to include legal papers between corporate and patient and solicitors
- Any witness statements and reports you have obtained from treating staff
- Copies of the patient medical records

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

Claims Manager assigned and will explain next steps Local Panel Attorneys instructed by Medical Protection

Medicolegal Consultant will summarise decision

Claim outcome would be notified to the corporate officer by both Medical Protection and the Panel Attorneys