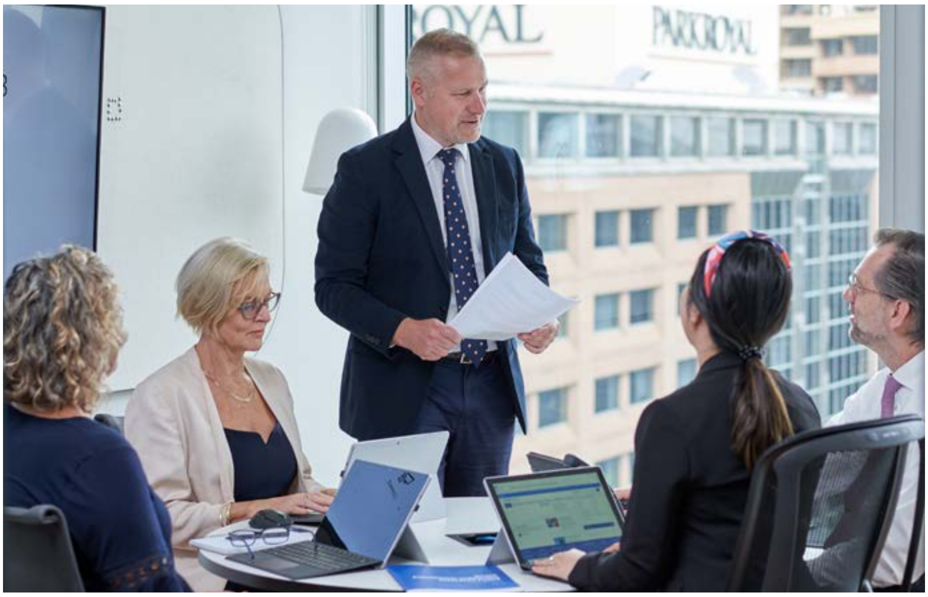
Avant
By doctors for doctors

Risk Advisory Service

Additional support for practices to help you reduce your medico-legal risks and claims



Did you know you can access support to help you reduce medico-legal risks and claims when you hold an Avant Practice Medical Indemnity Insurance policy^?

In today's complex healthcare environment, with patient complaints on the rise and increased mandatory reporting requirements, the chances are greater that your practice may be exposed to medico-legal risk.

There are many ways your practice, its staff, systems and processes can contribute to a poor patient outcomes, leaving your practice business and team exposed to legal action. Sometimes you need someone outside your business to help you identify areas needing improvement, to minimise your risk exposure – before an adverse event happens.

That's why when you hold an Avant Practice Medical Indemnity Policy^ you get access to our Risk Advisory Service, which is one of the many benefits.

Does your practice need a risk assessment?

Mistakes happen, but they're also avoidable.

Have you considered your medico-legal risk if:

- there's a lapse in a follow-up or referral procedure and a patient's condition worsens?
- your practice manuals and procedures are subpoenaed by a court?
- confidential medical information about a patient is
- not kept private?
- your practice doesn't comply with AHPRA's advertising and social media guidelines?
- your practice is involved in a Medicare audit relating to the Medicare Shared Debt Recovery legislation?
- staff management processes contribute to adverse
- patient outcomes or patient complaints?

Avant's Risk Advisory Service

Avant's Risk Advisory Service provides a personalised risk assessment to help your practice reduce your exposure to claims, by improving:

1. communication with patients (one of the top 5 reasons for patient complaints*)
2. privacy protocols within your practice
3. documenting patient information
4. systems and procedures
5. staff management processes.

Our risk advisers also offer solutions and support on a broad range of risk issues, including:

- changes to Australian privacy laws
- patient consent
- the use of advertising and social media in your practice.

How to arrange a risk assessment for your practice

First, contact us and we'll assign a risk adviser to you.

After assessing your practice's needs, your adviser may decide to:

a) send you a risk assessment tool to complete electronically and return to them so they can conduct a remote assessment, and provide recommendations and resources to help you incorporate risk management strategies

b) conduct a teleconference risk assessment followed by suggested improvements and resources to help you implement them

c) provide other personalised risk support as required, so it's appropriate for your practice.

Frequently asked questions

How long will an assessment take?

Please allow around 1 to 1.5 hours for phone assessments. Longer assessments can be accommodated if you request it.

What do I need to do to prepare?

Nothing. Your adviser will discuss topics that relate to your practice when you get in touch.

What risk issues will be covered?

We may cover topics such as:

- effective communication with patients and families
- follow-up, recalls and reminders and test tracking
- medical records and documentation
- prescribing, including drugs of addiction
- medication management
- Medicare billing
- advertising and social media
- boundary issues
- confidentiality and privacy
- consent
- post-operative care
- quality improvement activities
- treating family and friends
- handover principles
- staff and practice management
- infection control
- appointment systems.

Who needs to be involved?

You, and other appropriate practice staff (such as a practice manager) if you would find this helpful.

How does the risk adviser assess the practice risk exposures?

Our advisers are experienced healthcare professionals with an extensive knowledge of medico-legal risks based on:

- insights from Australia's largest database of
- medical defence claims
- findings of court judgments
- medical board decisions
- health complaints bodies' decisions
- understanding current legislation
- updates from medico-legal literature.

What does this service cost?

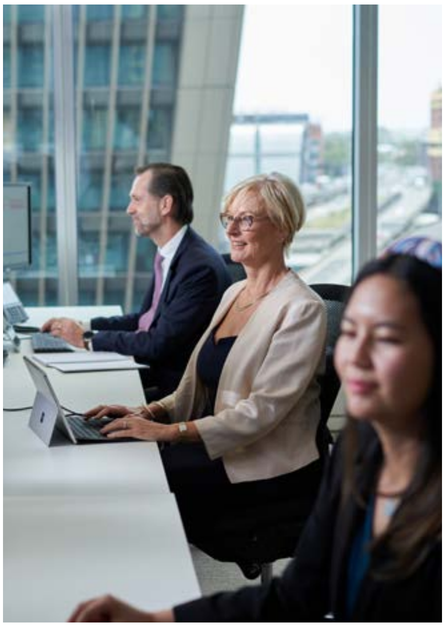
Nothing. It is a free service for Avant Practice Medical Indemnity Policy^ holders.

What happens after the assessment?

The risk adviser will send you a report outlining any recommended strategies to help you manage your risk, so you can minimise the likelihood of having claims or complaints made against you. Resources may be provided to help you implement such strategies.

What other support is available?

Risk advisers are available for ongoing support and advice by phone or email. You can also access our webinar education sessions on managing risk.



Find out more about how our Risk Advisory Service can help you improve healthcare delivery and practice systems, to minimise risk and provide better patient outcomes.

Email risk.advisory@avant.org.au or call 1800 128 268 and ask for Risk Advisory Services.

avant.org.au/practices | 1800 128 268

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