

# Risk Advisory Service

## Frequently asked questions



### Why have I been given this flyer?

The Avant Risk Advisory Service (RAS) is a free proactive service for members, that assist in identifying areas of medico legal risks for practitioners and practices.

With knowledge, skills and experience in the healthcare industry the RAS team can assist you and your team in developing strategies to help mitigate potential risks.

### What happens next?

We will contact you to organise a risk assessment, if this has not already occurred.

### How long will an assessment take?

Please allow a minimum of 45–60 minutes for phone assessments, and 90 minutes for in-person visits. Longer assessments can be accommodated if this would benefit you.

### What do I need to do to prepare?

No preparation is required. The adviser will discuss a range of topics that relate to your practice.

### What will we talk about?

Topics covered may include:

- assistance in developing education plans in response to requests from regulatory bodies
- effective communication with patients and families
- follow up, recalls and reminders and test tracking
- medical records and documentation
- prescribing, including drugs of addiction
- 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 know what the risks are?

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

- the 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 members.

### What happens after the assessment?

The risk adviser will send you a report outlining any recommended strategies to help you manage your risk so as to minimise the likelihood of having claims or complaints made against you. These resources will be tailored to suit your individual or practices needs.

### Is there any follow-up support?

Yes. We are available to provide further information by telephone or email at any time.

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](mailto:risk.advisory@avant.org.au) or call 1800 128 268 and ask for Risk Advisory Services.