

Medical  
Protection



MORE THAN DEFENCE



Your guide to  
member benefits

# Welcome to your guide to member benefits

**Y**ou are part of more than just a defence organisation. Your membership gives you access to over 40 years of experience and expertise assisting medical professionals in Singapore, and with Medical Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Workshops and online learning are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our medicolegal advice line, available around the clock in an emergency, as well as numerous online booklets and publications.

This guide outlines your benefits as a member of Medical Protection. From our robust defence service to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

## DEFENCE

to protect you and your professional reputation

- ✓ The right to request indemnity for claims arising from your clinical practice.\*
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ An expert, dedicated legal team for your case.

The right to request:

- ✓ Advice and legal representation:
  - for SMC procedures
  - in relation to disciplinary matters
  - at inquests
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

[Find out more on page 4](#)

## SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ CME available.
- ✓ Events and conferences.

[See a full overview on page 6](#)

## ADVICE

whenever you need it

- ✓ Medicolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case reports.
- ✓ Medicolegal factsheets on common concerns.
- ✓ Leading journal Casebook.

[More information on page 8](#)

\*Indemnity for claims does not apply to those with non-claims membership.

Your benefits  
at a glance



# World-class defence from the experts

You are part of a not-for-profit organisation whose sole focus is on supporting and protecting members throughout their careers.

Most doctors do, at some point in their career, have a complaint or claim made against them. This can be stressful, but you can be reassured in the knowledge that you have a dedicated organisation with 40 years of experience and expertise by your side.

If you need assistance, contact us.\*

\*Assistance for claims does not apply to those with non-claims membership

## GET MEDICOLEGAL ADVICE



Our advice line  
**800 616 7055**

Our email  
**[querydoc@medicalprotection.org](mailto:querydoc@medicalprotection.org)**

With emergency advice  
available 24/7

# Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ communicate with journalists on your behalf
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



## CONTACT US



Please contact the team by phone **+44 113 243 6436** or email **[pressoffice@medicalprotection.org](mailto:pressoffice@medicalprotection.org)**



# Master the tools to practise safely

## WORKSHOPS

Convenient. Practical. Peer-to-peer

Page 7

Covering a variety of topics relevant to your practice, delivered by specially trained medical professionals.

## ONLINE LEARNING

Anytime. Anywhere

Top up your skills with our online learning modules and webinars.

Visit [prism.medicalprotection.org](https://prism.medicalprotection.org) for more information.

# Workshops

Designed to enhance your skills in communication and risk management, workshops target the areas which are most likely to expose you to complaints and claims.

## MASTERING YOUR RISK

Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

## MASTERING SHARED DECISION MAKING

Giving patients a more informed choice about their healthcare decisions helps reduce the chance of dissatisfaction and complaints. Find out the best ways to protect yourself from risk and strengthen the doctor-patient relationship.

## MASTERING PROFESSIONAL INTERACTIONS

Transferring patient care takes excellent communication to avoid the dangers of assumption and misunderstanding. Tackle the risks and improve patient safety.

## MASTERING DIFFICULT INTERACTIONS WITH PATIENTS

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

## MASTERING ADVERSE OUTCOMES

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

## ACHIEVING SAFER AND RELIABLE PRACTICE

Prioritise patient safety and reliability of care. Spot critical areas of risk in your daily practice and improve patient satisfaction with a range of crucial skills.



EARN  
CME

## FIND OUT MORE

To see a full list of workshops, to book, or to view upcoming dates, visit [medicalprotection.org](http://medicalprotection.org)

You can also contact [mpsworkshop@sma.org.sg](mailto:mpsworkshop@sma.org.sg)

6223 1264



# Advice and guidance from fellow professionals

## Your medicolegal advice line

### YOU CAN ALWAYS CALL ON US

Dedicated medicolegal advisers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

### GET EXPERT GUIDANCE ON:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Complaints               | <input checked="" type="checkbox"/> Patient safety           |
| <input checked="" type="checkbox"/> Claims*                  | <input checked="" type="checkbox"/> Records and reports      |
| <input checked="" type="checkbox"/> Investigations           | <input checked="" type="checkbox"/> Consent                  |
| <input checked="" type="checkbox"/> Disciplinary proceedings | <input checked="" type="checkbox"/> Confidentiality          |
| <input checked="" type="checkbox"/> Inquests                 | <input checked="" type="checkbox"/> Patient capacity         |
| <input checked="" type="checkbox"/> Ethical dilemmas         | <input checked="" type="checkbox"/> Unwanted media attention |

\*Expert guidance for claims does not apply to those with non-claims membership.

### GET MEDICOLEGAL ADVICE



Email us  
[querydoc@medicalprotection.org](mailto:querydoc@medicalprotection.org)

Or call us  
**800 616 7055**

# Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online medicolegal resources are always available.

## **FACTSHEETS**

Compiled by medicolegal experts, factsheets provide detailed information which you can access at any time, answering many of the major questions which affect medical professionals.

## **CASE REPORTS**

Calling on the first-hand experience of members, these anonymised case reports highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points and give guidance on handling similar situations that you might face.

## **CASEBOOK**

Our leading journal *Casebook* is full of topical articles and features on medical and medicolegal developments. Drawing on our knowledge and expertise, *Casebook* gives you relevant and compelling insights into the present and future of the medical profession.

## **FIND OUT MORE**

Visit [medicalprotection.org](http://medicalprotection.org)  
to access these resources



# Your membership

Your membership provides you with the right to request indemnity in a wide range of circumstances, but there can be situations when we would not be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). There is further information about this under 'my membership' at [medicalprotection.org](https://www.medicalprotection.org). Our website also contains information about 'Claims under US and Canadian law', 'Vicarious liability' and 'Treating elite and professional athletes'.

All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. You can also find a copy of the Memorandum and Articles of Association on our website.



# Contact us

## **MEMBERSHIP ENQUIRIES**

800 616 7055  
6223 1264  
mps@sma.org.sg

## **MEDICOLEGAL ADVICE**

800 616 7055  
querydoc@medicalprotection.org

Emergency advice available 24/7

## **GENERAL ENQUIRIES**

800 616 7055  
info@medicalprotection.org

## **WORKSHOPS**

6223 1264  
mpsworkshop@sma.org.sg

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