

Medical  
Protection



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 60 years of experience and expertise assisting healthcare professionals in South Africa, 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 HPCSA 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 5

## SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ CPD available.
- ✓ Events around the country.
- ✓ Medicolegal talks and conferences.

See a full overview on page 10

## ADVICE

whenever you need it

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

More information on page 15

Your benefits  
at a glance



# World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a doctor. As a member of Medical Protection you have access to some of the best medicolegal experts in the world, dedicated to protecting you and your reputation.

# World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers. Whether you work in the public or private sector, or both, you can request legal assistance on a range of issues arising from your professional practice.

## WHEN YOU WORK FOR THE STATE

If you are employed by the state, and treat patients in a state facility, then the state provides indemnity against claims arising from your professional practice.

However, while state indemnity should protect doctors who are employed by the state from the financial consequences of a negligence claim, it does not extend to assistance for internal disciplinary procedures or HPCSA investigations.

Your Medical Protection membership means that you can request assistance beyond what is provided by the state.

Unparalleled defence for:

- Complaints procedures.
- Disciplinary proceedings relating to your clinical practice.
- HPCSA investigations and regulatory matters.
- Inquests and inquiries.
- Police investigations arising from the provision of clinical care.
- Good Samaritan acts.
- Help with unwanted media attention.

## WHEN YOU ARE IN PRIVATE PRACTICE

When you are working in private practice, you can request assistance for all the circumstances listed here, plus the right to request indemnity for clinical negligence claims arising from professional practice, with no excess to pay.

### GET MEDICOLEGAL ADVICE



from local experts  
**0800 982 766**

for callers in Namibia  
**+44 113 241 0200**

# Here for you

## **PUTTING MEMBERS FIRST**

As a mutual society, the needs of members are central to everything we do. When we assist with a case, we can take care of all of the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



# The team

When your claim is supported we provide a dedicated team, including:

- ✓ a medicolegal adviser
- ✓ a claims manager with expertise in clinical negligence claims
- ✓ a professional support team to ensure that claims are managed as efficiently as possible
- ✓ a specialist lawyer for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.



# 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
- ✓ assist and advise practice staff and teams
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



## CONTACT US



Please contact the team by phone **+44 113 241 0200** or email [pressoffice@medicalprotection.org](mailto:pressoffice@medicalprotection.org)



# Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



# Master the tools to practise safely

## WORKSHOPS

Convenient. Practical.  
Peer-to-peer

Page 12

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

## ONLINE LEARNING

Anytime. Anywhere

Page 14

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

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

# Workshops

You have access to a host of acclaimed half-day workshops, all for free.

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

You can find a full list of workshops at [medicalprotection.org](https://www.medicalprotection.org)



## Many courses are available, including:

### 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 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.

### 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.

### 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.

### 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.



EARN  
CEU

### FIND OUT MORE

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

You can also contact [educationsa@telkomsa.net](mailto:educationsa@telkomsa.net)



# Online learning

As a busy doctor, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- medicolegal issues
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules and earn CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

## FIND OUT MORE



See the full list of courses at [prism.medicalprotection.org](https://prism.medicalprotection.org)

When you first access online learning, you will need your Medical Protection membership number.



# Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

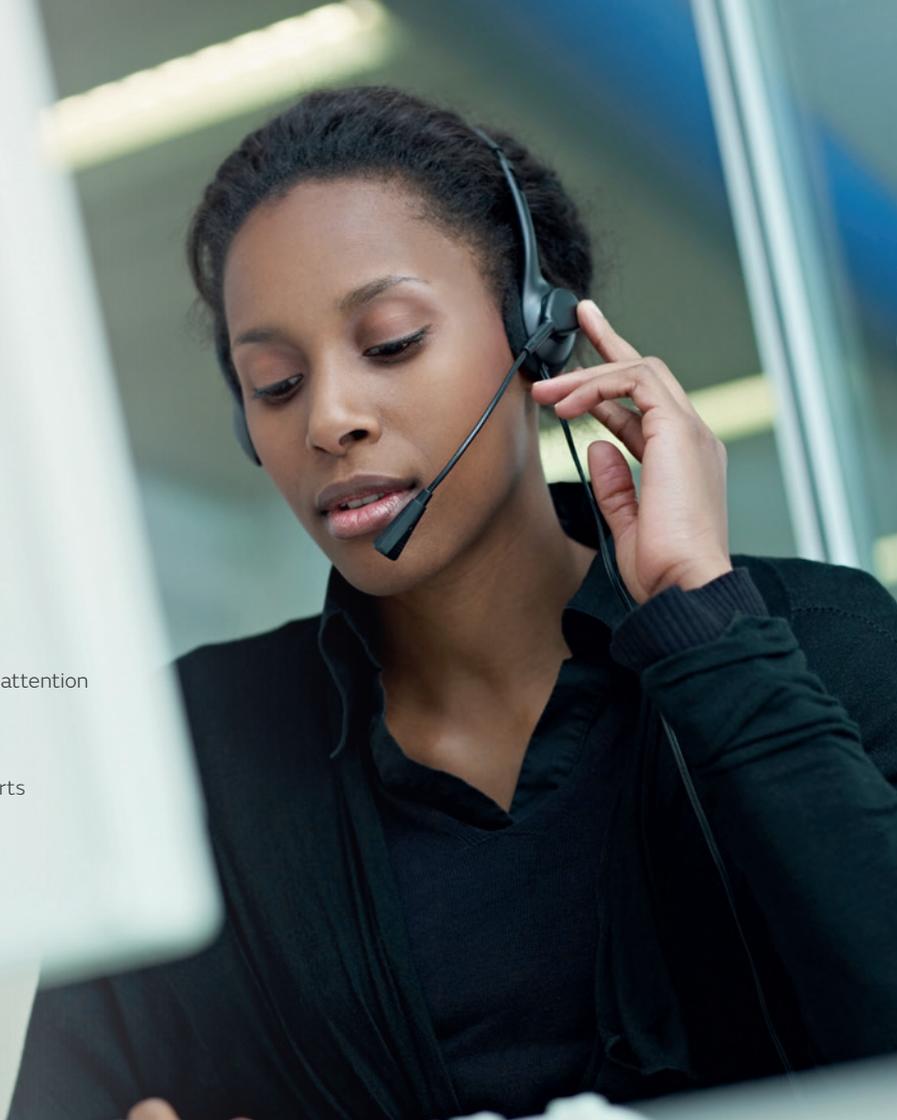
Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by doctors and medicolegal professionals and give expert, accessible advice.

# Professional expertise when you need it

## GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Inquests
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Unwanted media attention
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity



# Your local 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 MEDICOLEGAL ADVICE

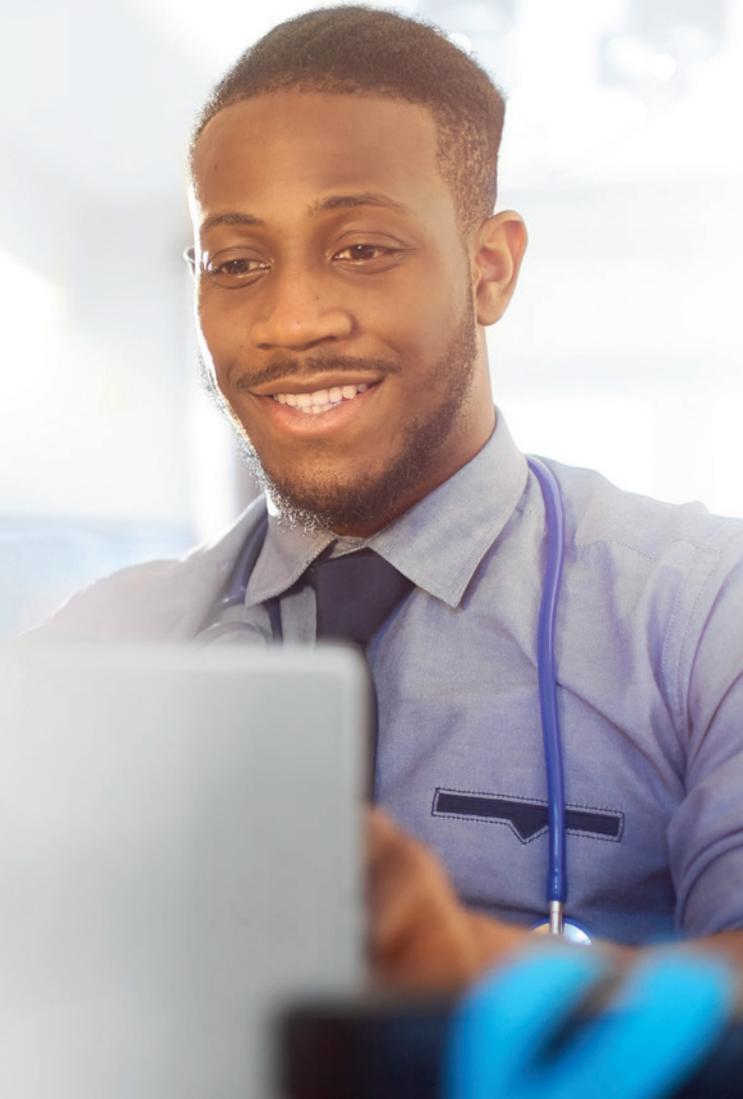


from local experts  
**0800 982 766**

for callers in Namibia  
**+44 113 241 0200**

# Online resources 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 to guide how you practise, 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](https://www.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**. 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.





# Your questions answered

## What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line:  
from local experts                      for callers in Namibia  
**0800 982 766**                              **+44 113 241 0200**

## Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Medical Protection, no matter where in the world the action is brought.

## Am I protected for voluntary work overseas?

We can offer professional protection for volunteer doctors working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **+44 113 243 6436** or email **international@medicalprotection.org**

## Does my membership subscription renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you pay by cheque or credit card, you will receive renewal information and we will send you your membership certificate once we receive your payment.

To set up a Direct Debit, please contact one of our membership advisers on **012 481 2061**, or email **mps@samedical.org**

### How do I access online learning?

Our online learning platform is available through our website at [prism.medicalprotection.org](https://prism.medicalprotection.org)

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

### How do I book a workshop?

You can easily book a workshop place online at [medicalprotection.org](https://medicalprotection.org). There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book on as soon as they can.

### Where do your workshops take place?

Workshops take place in cities around the country, including Cape Town, Johannesburg, Durban and Pretoria.



# Contact us

## **MEMBERSHIP ENQUIRIES**

**012 481 2061**  
**[mps@samedical.org](mailto:mps@samedical.org)**

## **WORKSHOPS**

**[educationsa@telkomsa.net](mailto:educationsa@telkomsa.net)**

## **MEDICOLEGAL ADVICE**

From local experts  
**0800 982 766**

For callers in Namibia  
**+44 113 241 0200**

By fax  
**0800 982 768**

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