

PHYSICIAN

**SETTING THE STAGE
FOR REDUCED LIABILITY RISK**



RISK MANAGEMENT PROGRAM - 2019

OFFICE STAFF: Practice Matters

PHYSICIAN: Legal Issues, Physician Wellness Initiative, OB/GYN, Emergency Medicine, Ophthalmology, Surgery, Pediatrics, Gastroenterology, Primary Care, Pathology, Mock Trial, HIPAA Modules, Opioid Prescribing, *Case in Point III*, *Case in Point II*, *Case in Point*

MEDICAL MUTUAL
Liability Insurance Society of Maryland



SETTING THE STAGE FOR REDUCED LIABILITY RISK



Dear Colleague:

It's time for the curtain to go up on MEDICAL MUTUAL's risk management education program for 2019! We are proud to present our most ambitious schedule of offerings, all specially created by talented and knowledgeable medical, legal and risk management experts to ensure the performance of your practice is not affected by unnecessary liability risk.



It is not being melodramatic to say that Maryland Physicians are working in challenging times with very real risks of claims and litigation. Our programs use actual case studies and interactive materials to address important and timely topics in risk management, including some specific to certain specialties. Moreover, these informative programs were crafted for the unique legal environment in which the Doctors of Maryland practice.

Please take a few minutes to review this booklet with our in-person, online and home study programs. Our Office Staff program is also included in this booklet. Attendance at in-person sessions is limited, so register as soon as possible to obtain your preferred location and date. It is easy to register online at mmlis.com or use the enclosed postage-paid envelope to return the registration form provided. Remember, Physicians who complete an eligible program can earn CME credits and a 5% discount on their 2020 professional liability renewal policy.



If you have any questions or need more information, please call our Risk Management Services Department at 410-785-0050 or 800-492-0193. MEDICAL MUTUAL looks forward to your participation in our 2019 risk management programs.

Sincerely,

George S. Malouf, Jr., M.D., FACS
Chair of the Board



ALL COURSE MATERIALS FOR IN-PERSON PROGRAMS WILL BE ONLINE.

Folders with printed materials will no longer be distributed at the programs. Your registration confirmation will contain a link to your online materials. We recommend you download or print them before attending your program so you can reference them during the presentation. Our hope is to make it easier for you to keep the materials in your electronic files for future reference.

THE 2019 OFFICE STAFF PROGRAM IS INCLUDED IN THIS BROCHURE INSTEAD OF A SEPARATE BROCHURE.

Simply tear out the next page and give it to your staff. The Office Staff program and registration information is all included on that page.

★ OFFICE STAFF PROGRAM – LIVE ★

PRACTICE MATTERS: CREATING A CULTURE OF COMPLIANCE – STAYING COMPLIANT WITH REGULATIONS THAT IMPACT MEDICAL PRACTICE

Presented by Kem Tolliver, BS, CMPE, CPC, CMOM

Health care is a highly regulated field and medical practices need to understand and adapt to regulations that impact their operations to avoid non-compliance. This program will be an interactive learning environment focused on empowering participants to create a culture of compliance in their own practices.

DATE	CODE	PROGRAM	FACILITY	LOCATION
Wed, April 10	9000	Office Staff	MEDICAL MUTUAL	Hunt Valley
Wed, April 24	9001	Office Staff	Hilton Garden Inn	Rockville
Thu, May 9	9002	Office Staff	The Meeting House	Columbia
Thu, May 23	9003	Office Staff	Fairfield Inn & Suites	Cumberland
Wed, Aug 7	9004	Office Staff	Courtyard Marriott	Waldorf
Thu, Aug 15	9005	Office Staff	Wicomico Youth & Civic Ctr.	Salisbury
Thu, Sept 12	9006	Office Staff	Hilton Garden Inn	Frederick
Mon, Oct 7	9007	Office Staff	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 8:00 a.m. and ends at 10:00 a.m. Course materials provided online.

ABOUT THE PRESENTER

Kem Tolliver is the President of Medical Revenue Cycle Specialists, LLC which utilizes a team approach to Practice Management and RCM improvements. For 20 years, she has provided strategic and operational leadership to hospitals and medical practices.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify the benefits, elements and steps needed to implement and maintain an effective compliance program in a medical practice
- Avoid risk management failures through a review of relevant case studies

Tear out this page and give it to your office staff.
Registration form is on the reverse side.



★ HOW TO REGISTER ★

PROGRAM FEE

The program costs \$50 PER PERSON.

REGISTER ONLINE

You can register online at mmlis.com and pay on our secure server with an American Express, Visa, MasterCard or Discover credit card. Our web site also provides driving directions to each program location.

REGISTER BY MAIL

Select the program desired and complete the rest of the form. Please print clearly! Enclose the form and a check with full payment in the envelope provided and mail to the address specified below.

Checks payable to: Med-Lantic Management Services, Inc.

Mail to: Med-Lantic Management Services, Inc.
P.O. Box 64100, Baltimore, MD 21298-9134

CONFIRMATION

A confirmation notice will be sent to you once we have received your registration. This confirmation will contain a link to your program materials. Please download or print these materials before the program and bring them with you. Folders with these materials will not be provided at the program.

OFFICE STAFF PROGRAM SCHEDULE

- 7:30 a.m.** Registration and light breakfast
8:00 a.m. Program begins
8:30 a.m. Grace period ends - no one will be admitted after this time
10:00 a.m. Program ends

FAQ

How far in advance should I register?

Walk-in registration is permitted on the day of the program on a space-available basis. However, many programs fill up weeks or months in advance, so we urge you to register early.

Can I reschedule or cancel?

If you have already made a payment for a program and would like to reschedule, we will apply your payment to another program date. Due to program commitments for facilities and catering, program fees are non-refundable in the event you are unable to attend. If a program is cancelled, your payment will be refunded or applied to a new date.

MEDICAL MUTUAL
Liability Insurance Society of Maryland

2019 OFFICE STAFF RISK MANAGEMENT PROGRAM

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Office Phone #: _____ Fax #: _____

Number of Employees Attending: _____

Names of Employees Attending: _____

Notes: _____

Date and code number of session(s) you wish to attend:

Practice Matters: Creating a Culture of Compliance Date _____ Code _____

Program Cost: \$50 per person _____

Number of Employees Attending: _____

TOTAL (Cost x # of Employees) _____

Please print clearly and include your check for the correct amount payable to:

Med-Lantic Management Services, Inc.
P.O. Box 64100 • Baltimore, MD 21298-9134

These are popular programs and some sessions fill up early. Please register early in the program season. A confirmation letter will be sent once your registration has been received. Registration is permitted the day of the session on a space-available basis. All fees are per person. Thank you.

★ PHYSICIAN PROGRAM – LIVE ★

LEGAL ISSUES: CAN WE TALK?

Presented by attorneys from the law firm of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

This seminar will review communication issues with patients, providers and others and how they affect litigation and potential litigation. Short video vignettes will be shown to illustrate the importance of effective and appropriate verbal and written communications in clinical settings.

DATE	CODE	FACILITY	LOCATION
Wed, March 13	5303	Hilton Garden Inn	Rockville
Mon, March 18	5304	DoubleTree Hotel	Annapolis
Wed, March 27	5305	Hilton Garden Inn	Frederick
Wed, April 17	5306	MEDICAL MUTUAL	Hunt Valley
Wed, May 1	5307	The Meeting House	Columbia
Thu, May 16	5308	Atlantic General Hospital	Berlin
Thu, May 23	5309	Holy Cross Hospital	Silver Spring
Thu, June 13	5310	Calvert Memorial Hospital	Prince Frederick
Thu, June 20	5311	Western MD Regional Hosp.	Cumberland
Wed, June 26	5312	Upper Chesapeake Med. Ctr.	Bel Air
Thu, July 18	5313	Univ. of MD Shore Med. Ctr.	Chestertown
Tue, July 23	5314	Quality Inn	Easton
Wed, July 31	5315	Carroll Hospital Center	Westminster
Wed, Aug 7	5316	Old Waldorf School	Waldorf
Thu, Aug 15	5317	Peninsula Regional Med. Ctr.	Salisbury
Tue, Aug 20	5318	Best Western Hotel	Lanham
Tue, Aug 27	5319	Holy Cross Hospital	Silver Spring
Wed, Sept 4	5320	MEDICAL MUTUAL	Hunt Valley
Mon, Sept 16	5321	Laurel Regional Hospital	Laurel
Thu, Sept 26	5322	Hager Hall Conf. & Event Ctr.	Hagerstown
Thu, Oct 3	5323	Hilton Garden Inn	Rockville

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

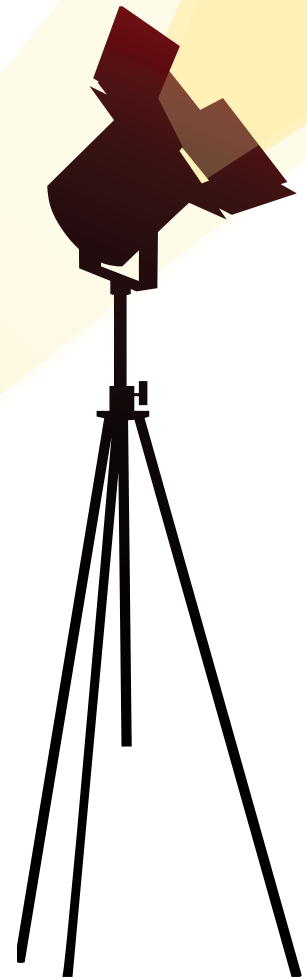
ABOUT THE PRESENTERS

Since its inception, the focus of the law firm of Armstrong, Donohue, Ceppos, Vaughan & Rhoades has been primarily on the defense of medical negligence cases, representing countless Physicians across the broadest possible spectrum of medical specialties. Along with its defense work, the firm has provided educational sessions on a number of relevant medico-legal topics.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Understand how communication breakdowns with patients and providers can lead to litigation
- Recognize how to prevent communication errors and improve communication skills
- Familiarize themselves with legal issues related to communication with lawyers and law enforcement



★ PHYSICIAN PROGRAM – LIVE ★

PHYSICIAN/PRACTICE WELLNESS INITIATIVE

Presented by Michael von Diezelski, Esquire of von Diezelski and Turgeon, LLC and Lynne Hughes, Founder and CEO, Comfort Zone Camp

MEDICAL MUTUAL is pleased to present this two-hour live program that incorporates a discussion on Physician wellness from both a practice and litigation stress perspective. The program is free with the purchase of a regular education program and provides 2 Category 1 CME credits. There is a \$60 charge if the program is not purchased with a regular education program. **Participants will not receive the 5% Risk Management premium discount for taking this program.**

DATE	CODE	FACILITY	LOCATION
Thu, June 6	5324	MEDICAL MUTUAL	Hunt Valley
Tue, June 25	5325	Hilton Garden Inn	Rockville
Wed, Oct 2	5326	MEDICAL MUTUAL	Hunt Valley
Tue, Oct 29	5327	Hilton Garden Inn	Rockville

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the CME credits, you must participate in the entire program. Course materials provided online.

ABOUT THE PRESENTERS

Michael von Diezelski is a founding partner of von Diezelski & Turgeon, LLC. Mike has devoted his practice to the representation of health care providers and health care institutions. He is passionate about the defense of health care providers and committed to providing his clients with the highest level of representation to achieve the best possible outcome.

Lynne Hughes is a nationally recognized grief expert and has worked with adults, children and teens coping with loss and life transitions. Lynne is presently focusing on helping individuals and organizations navigate transition, find balance and embrace resilience through coaching, speaking and retreats.

FREE EHR WEBINARS

A recent survey of Physicians found that the electronic health record (EHR) was a top factor contributing to Physician stress. In order to assist in proper EHR usage and optimization, MEDICAL MUTUAL is presenting a series of webinars (free of charge) on a number of popular EHR systems. These webinars will be 1 hour in length and focus on such topics as: clinical and billing challenges to EHR, patient engagement and portal use, security features, and helpful “tips and tricks” on how to make your EHR work better for you. Each webinar will be moderated by a practice consultant, and a representative from each of the pre-selected EHR vendors will conduct the webinars. Please check mmlis.com for more information on how to sign up for the upcoming EHR webinars.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Understand the common issues facing Physicians and their practices that can lead to stress and burnout
- Recognize that litigation anxiety and its effects is a major contributor to Physician stress
- Learn ways to overcome these barriers to Physician wellness



★ PHYSICIAN SPECIALTY SPECIFICS PROGRAMS – LIVE ★

OB/GYN

Presented by Steven Berlin, M.D. and Michael Doll, MEDICAL MUTUAL Risk Management Specialist

This seminar will focus on updates in communication as they relate to reducing liability and increasing patient safety. A discussion of closed medical malpractice claims and risk issues in OB/GYN will be featured.

DATE	CODE	FACILITY	LOCATION
Mon, April 8	5341	The Meeting House	Columbia
Mon, May 6	5342	MEDICAL MUTUAL	Hunt Valley
Mon, June 17	5343	National 4-H Conf. Ctr.	Chevy Chase
Mon, Sept 23	5344	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify those areas of communication that allow patients to be better informed and have a better understanding of their medical care
- Understand how poor communication can impact patient safety and detract from the patient-Physician relationship
- Recognize how good communication can assist Physicians in breaking bad news, but also to set realistic expectations

EMERGENCY MEDICINE: COMMUNICATION IN THE EMERGENCY MEDICINE SETTING

Presented by Daniel Kohn, M.D. and J. Eric Rhoades, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

Communication is important in the emergency medicine setting on many different levels, particularly given the episodic nature of patient care and treatment in this setting. This program will look at recurring communication issues in emergency medicine and will include a mock deposition to review how communication issues play out from a practical standpoint in the litigation context.

DATE	CODE	FACILITY	LOCATION
Tue, March 19	5345	National 4-H Conf. Ctr.	Chevy Chase
Thu, April 4	5346	Peninsula Reg. Med. Ctr.	Salisbury
Tue, May 28	5347	The Meeting House	Columbia
Wed, June 19	5348	DoubleTree Hotel	Annapolis

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify and implement elements of a reasonable and effective “handoff” of patient care in the emergency medicine setting
- Address recurring issues which require communication with clinical consultants and providers outside of the emergency department
- Identify and address the potential risks and benefits of using various technologies in the communication process in the emergency department
- Identify various communication issues that directly impact the provider’s ability to effectively provide care to the patient, including the use of interpreters

★ PHYSICIAN SPECIALTY SPECIFICS PROGRAMS – LIVE ★

OPHTHALMOLOGY

Presented by Katherine Duncan, M.D., and April Hitzelberger, Esquire of Waranch and Brown, LLC

This program will review recent cases, explore new risk issues in ophthalmology and identify methods of reducing risk in patient care.

DATE	CODE	FACILITY	LOCATION
Mon, March 25	5349	MEDICAL MUTUAL	Hunt Valley
Thu, April 25	5350	Hilton Garden Inn	Rockville
Tue, June 11	5351	The Meeting House	Columbia
Mon, Aug 19	5352	MEDICAL MUTUAL	Hunt Valley
Tue, Sept 17	5353	DoubleTree Hotel	Annapolis

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify risk issues from a review of ophthalmology medical malpractice claims
- Recognize new areas of risk for the Ophthalmologist
- Discuss practical tips for improving communication and minimizing risk

SURGERY – MANAGEMENT OF SURGICAL COMPLICATIONS

Presented by Francis J. Velez, M.D. and Trace Krueger, Esquire of Baxter, Baker, Sidle & Conn, P.A.

While it is impossible to guarantee that complications never occur, Surgeons can take measures to reduce the risk of a lawsuit even after complications arise. In this program, participants will discuss surgical cases in which complications occurred either intra-operatively or post-operatively, resulting in less than optimal outcomes. Additionally, participants and moderators will discuss strategies and best practices for minimizing or avoiding surgical complications and mitigating risk in these situations.

DATE	CODE	FACILITY	LOCATION
Mon, April 1	5354	The Meeting House	Columbia
Tue, April 30	5355	MEDICAL MUTUAL	Hunt Valley
Thu, May 30	5356	Best Western Hotel	Lanham
Wed, Aug 28	5357	National 4-H Conf. Ctr.	Chevy Chase
Tue, Sept 10	5358	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Appreciate the litigation risks with surgical complications which arise during and after surgery
- Understand how intraoperative and post-operative surgical complications can lead to malpractice lawsuits
- Assess and improve methods of mitigating risks associated with intraoperative and post-operative surgical complications

★ PHYSICIAN SPECIALTY SPECIFICS PROGRAMS – LIVE ★

PEDIATRICS: COMMUNICATION IN THE PEDIATRIC SETTING

Presented by Eric Rhoades, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

The pediatric clinical setting has a unique set of medical-legal issues relating to communication with pediatric patients, caregivers (often parents) of the patients and other treating providers for the patients. This program will look at recurring communication issues that arise in the pediatric care setting that have risk management implications for the Pediatrician and pediatric medical practices.

DATE	CODE	FACILITY	LOCATION
Thu, March 21	5366	Holy Cross Hospital	Silver Spring
Tue, April 2	5367	MEDICAL MUTUAL	Hunt Valley
Mon, April 22	5368	DoubleTree Hotel	Annapolis
Tue, June 18	5369	Colony South Hotel	Clinton
Mon, Aug 26	5370	Hilton Garden Inn	Frederick
Mon, Sep 9	5371	The Meeting House	Columbia

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Address communication issues with non-English-speaking patients and caregivers
- Respond to requests for protected health information when parental custody is in question
- Address communication and consent for care under the current minor consent laws in Maryland
- Identify and respond to recurring mental health issues in the pediatric patients
- Respond to various parental requests that the provider may not consider clinically appropriate
- Identify and address potential HIPAA concerns in their practices

GASTROENTEROLOGY

Presented by Ronald Ginsberg, M.D. and Marilyn Morris, MEDICAL MUTUAL Claims Representative

This new program will demonstrate how risk management and mitigation efforts have become focused upon the provision of high quality procedures done in the safest possible manner and with the highest likelihood of a medically effective outcome. The seminar will identify common risk factors that can lead to malpractice claims through a discussion of closed medical malpractice cases involving gastroenterology.

DATE	CODE	FACILITY	LOCATION
Tue, March 26	5361	MEDICAL MUTUAL	Hunt Valley
Thu, April 11	5362	Best Western Hotel	Lanham
Wed, May 15	5363	DoubleTree Hotel	Annapolis
Wed, June 12	5364	Holy Cross Hospital	Silver Spring
Tue, Aug 13	5365	The Meeting House	Columbia

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Identify key steps that lessen litigation risk by assuring high quality and safe procedures
- Discuss what educational steps Physicians might take to increase professional and technical competence
- Discuss how to avoid claims

★ **PHYSICIAN SPECIALTY SPECIFICS PROGRAMS – LIVE** ★

PRIMARY CARE: PATIENT SAFETY IN THE OFFICE-BASED PRACTICE SETTING

Presented by Daniel Kohn, M.D. and MEDICAL MUTUAL Claims Representatives

Like medicine, communication is an art. Clinicians must tailor their communications to each patient, each interaction, and each clinical circumstance. Imperfect communication can lead to treatment errors and can be a central issue in a claim of medical malpractice. This program will address issues of verbal and nonverbal communication between patients, clinicians, co-treaters and related third parties.

DATE	CODE	FACILITY	LOCATION
Thu, March 28	5328	Quality Inn	Easton
Mon, April 15	5329	Holy Cross Hospital	Silver Spring
Mon, April 29	5330	Calvert Memorial	Prince Frederick
Thu, May 9	5331	MEDICAL MUTUAL	Hunt Valley
Mon, May 13	5332	Laurel Regional Hospital	Laurel
Mon, May 20	5333	Hilton Garden Inn	Frederick
Thu, June 27	5334	Peninsula Regional Med. Ctr.	Salisbury
Thu, Aug 8	5335	Western MD Regional	Cumberland
Thu, Aug 22	5336	Colony South Hotel	Clinton
Tue, Sept 3	5337	MEDICAL MUTUAL	Hunt Valley
Wed, Sept 11	5338	St. Mary's Hospital	Leonardtown
Wed, Sept 18	5339	Upper Chesapeake Med. Ctr.	Bel Air
Tue, Sept 24	5340	DoubleTree Hotel	Annapolis

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Enhance their active listening skills in *all* of their communication interactions
- Provide realistic expectations and explain uncertainties to patients
- Avoid misunderstanding and adverse events



PATHOLOGY

Presented by Arthur McTighe, M.D. and Rob Maynard, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

Although it is rare for Pathologists to meet with patients directly, that is not to suggest that they do not have liability risk. This program will focus on risk management and medico-legal issues relevant to Pathologists and those Physicians to whom pathology reports are directed.

DATE	CODE	FACILITY	LOCATION
Thu, Sept 5	5359	Holy Cross Hospital	Silver Spring
Thu, Sept 19	5360	MEDICAL MUTUAL	Hunt Valley

Each program begins promptly at 6:00 p.m. and ends at 8:00 p.m. To qualify for the premium discount and CME credits, you must participate in the entire program. Course materials provided online.

OBJECTIVES

Upon completion of this live activity, participants will be better able to:

- Understand the litigation process
- Identify risk issues unique to pathology
- Understand the role of the Pathologist as a witness or party in a civil case

MOCK TRIAL: ORDER IN THE COURT!

Presented by attorneys from the law firm of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

This online course will feature a “mini” medical malpractice trial from opening statements to closing arguments. The defendant Physician and expert and fact witnesses for both the plaintiff and defense will be examined and cross-examined. The courtroom drama will also highlight the elements of a successful defense to a malpractice suit and illustrate how medical record-keeping plays a key role in how cases are won or lost at trial.

PROGRAM CODE: 5373 / REGISTER FOR THIS PROGRAM AT MMLIS.COM

ABOUT THE PRESENTERS

Since its inception, the focus of the law firm of Armstrong, Donohue, Ceppos, Vaughan & Rhoades has been primarily on the defense of medical negligence cases, representing countless Physicians across the broadest possible spectrum of medical specialties. Along with their defense work, the firm has provided educational sessions on a number of relevant medico-legal topics.

OBJECTIVES

Upon completion of this Internet activity enduring material, participants will be better able to:

- Understand how medical malpractice trials are conducted
- Recognize how medical record-keeping and deposition testimony play out in malpractice trials
- Understand the key elements of a successful defense of Physicians at the trial level

BUILD A CULTURE OF COMPLIANCE WITH THE HIPAA MODULES

Created by members of MEDICAL MUTUAL's Risk Management Department

These training modules address the essential elements of maintaining the privacy and security of sensitive information and protected health information (PHI) within the medical practice.

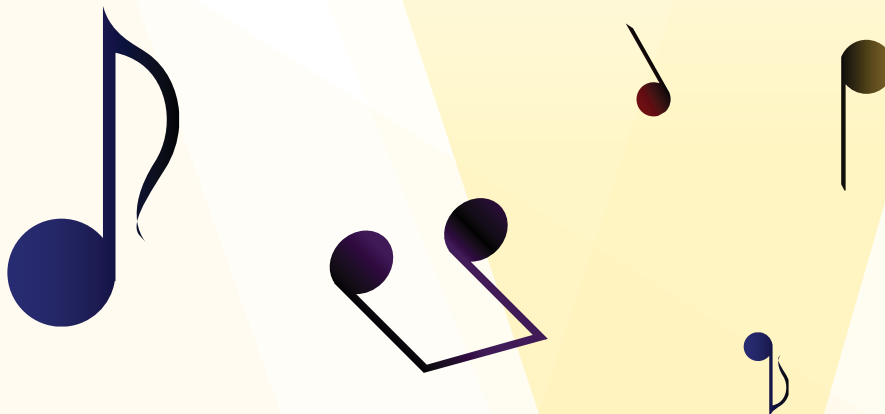
Additional resources on HIPAA and Electronic Medical Records (EMR) are available online at mmlis.com

PROGRAM CODE: 5372 / REGISTER FOR THIS PROGRAM AT MMLIS.COM

OBJECTIVES

Upon completion of this Internet activity enduring material, participants will be better able to:

- Discuss the HIPAA Privacy, Security and Breach Notification Rules
- Recognize identifiers that create protected health information (PHI)
- Recognize situations in which confidential and protected health information can be mishandled
- Identify practical ways to protect the privacy and security of sensitive information, including PHI
- Recognize the consequences of improperly handling confidential information or PHI
- Understand how to comply with the Breach Notification Rule



★ PHYSICIAN PROGRAM – ONLINE ★

OPIOID PRESCRIBING: AVOID THE PAIN 2.0

Presented by John Sly, Esquire of Waranch and Brown, LLC

This Internet activity enduring material will focus on the history of opioid use as well as the potential risks and benefits of opioids and when and how to initiate, maintain, modify, continue or discontinue opioid therapy.

PROGRAM CODE: 5374 / REGISTER FOR THIS PROGRAM AT MMLIS.COM

ABOUT THE PRESENTER

John T. Sly is a trial attorney and partner at Waranch & Brown, LLC. His practice focuses on the aggressive defense of Physicians, health care facilities, and other businesses throughout Maryland. He has successfully tried to verdict numerous high-dollar cases and has argued before state and federal appellate courts.

OBJECTIVES

Upon completion of this Internet activity enduring material, participants will be better able to:

- Understand the history of regulations relating to prescribing opioids
- Understand the addiction crisis and the public response
- Understand new rules relating to opioid prescribing
- Understand how to limit risk to the patient and your practice

★ PHYSICIAN PROGRAMS – HOME STUDY ★

HOW CASE IN POINT WORKS

Interested Physicians can register for a *Case in Point* home study course by selecting the desired topic online or on the registration form found in the back of this brochure. The cost is \$60 PER PERSON.

Participants will receive a copy of the *Case in Point* book by mail. To satisfy the requirements of the course, participants must read the book and complete a short post-test at the conclusion. Participants will also be asked to complete an evaluation form. The finished post-test and evaluation form should be mailed back to MEDICAL MUTUAL in the postage-paid envelope included with the book.

The cut-off date to register for *Case in Point* is **December 2, 2019**.
Completed tests and evaluations are due no later than **December 16, 2019**.

Participants who successfully complete a *Case in Point* course will receive the same 5% premium discount that they would receive for attending a live activity.

All *Case in Point* courses are authored by members of MEDICAL MUTUAL's risk management, claims, communications, policy information and legal departments.

ACCREDITATION STATEMENT MEDICAL MUTUAL Liability Insurance Society of Maryland is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

DESIGNATION STATEMENT MEDICAL MUTUAL Liability Insurance Society of Maryland designates this enduring material for a maximum of two (2) *AMA PRA Category 1 Credit(s)*.™ Physicians should claim only the credit commensurate with the extent of their participation in the activity.

★ PHYSICIAN PROGRAMS – HOME STUDY ★



CASE IN POINT III: FAILURE TO DIAGNOSE

Case in Point III examines closed medical malpractice claims that have diagnostic error as their core allegation. The selected cases illustrate an all-too-common theme presented in a variety of clinical situations where a Physician's failure to diagnose a patient properly led to a lawsuit.

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2019. It was released on February 1, 2016 and expires on February 1, 2022. Please note that once you have completed the program, it will not be made available to you again during the release period of three years.

OBJECTIVES

Upon completion of this enduring material, participants will be better able to:

- Identify what constitutes an allegation of failure to diagnose in a malpractice lawsuit
- Recognize the role of the medical record in preventing diagnostic errors
- Increase Physician-patient communication and patient participation in their own health care
- Implement changes in practice to minimize delay in diagnosis or failure to diagnose



CASE IN POINT II: DOCUMENTATION

Case in Point II is our second risk management publication featuring a series of closed-claim scenarios that focus on issues involving medical record documentation. The selected cases serve to provide the reader with situations in which poor or non-existent documentation created patient safety issues and allegations of negligent treatment for the Physician.

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2019. It was released on February 1, 2013 and expires on February 1, 2022. Please note that once you have completed the program, it will not be made available to you again during the release period of three years.

Upon completion of this enduring material, participants will be better able to:

- Identify weaknesses in the medical record that can result in miscommunication and poor patient outcomes
- Understand the role of the medical record as crucial evidence in medical malpractice litigation
- Recognize how strong documentation can prevent litigation



CASE IN POINT: COMMUNICATION

Case in Point is a publication consisting of closed medical malpractice claims focusing on the larger issue of communication within the health care setting. The cases serve as illustrations of how good communication might have made the difference in a patient's ultimate outcome or the defensibility of a claim.

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2019. It was released on February 1, 2012 and expires on February 1, 2022. Please note that once you have completed the program, it will not be made available to you again during the release period of three years.

Upon completion of this enduring material, participants will be better able to:

- Understand how communication breakdowns can lead to patient injury and medical malpractice lawsuits
- Gain added insight into the prevention of communication errors
- Implement strategies to improve communication skills

★ HOW TO REGISTER ★

PROGRAM FEE

The first program costs \$60 PER PERSON. If you wish to attend more than one program, each additional program costs \$30 PER PERSON, a savings of 50%! The Physician/Practice Wellness Initiative is free with the purchase of a regular education program. Otherwise, there is a \$60 PER PERSON charge.

REGISTER ONLINE

You can register online at mmlis.com and pay on our secure server with an American Express, Visa, MasterCard or Discover credit card. Our web site also provides driving directions to each program location.

REGISTER BY MAIL

Select the program desired and complete the rest of the form. Please print clearly! Enclose the form and a check with full payment in the envelope provided and mail to the address specified below.

CHECKS PAYABLE TO:

Med-Lantic Management Services, Inc.

MAIL TO:

Med-Lantic Management Services, Inc.
P.O. Box 64100
Baltimore, MD 21298-9134

CONFIRMATION

A confirmation notice will be sent to you once we have received your registration. This confirmation will contain a link to your program materials. Please download or print these materials before the program and bring them with you. Folders with these materials will not be provided at the program.

PHYSICIAN PROGRAM SCHEDULE

- 5:30 p.m.** Registration and light dinner
- 6:00 p.m.** Program begins
- 6:30 p.m.** Grace period ends - **no one will be admitted after this time**
- 8:00 p.m.** Program ends

DINNER

For your convenience, a light dinner is served before each program. If you require a Vegetarian or Kosher meal, please note this

request on your registration form. Special dietary needs cannot be accommodated at all locations.

You MUST participate in the entire live program to qualify for a 5% discount and CME credits. We will count in attendance only those participants who are signed in within the first 30 minutes of the program. Late arrivals or early departures will not be considered present for satisfaction of the premium credit or CME and will be expected to attend a later program to qualify for the premium credit or CME.

CME CREDITS & PREMIUM DISCOUNT

CME CREDITS

Each program is worth a maximum of two CME Credits, commensurate with the extent of your participation in the program.

PREMIUM DISCOUNT

A 5% Risk Management premium discount will be given on all Year 2020 medical professional liability renewal policies to MEDICAL MUTUAL members who complete any one of the eligible Physician educational programs offered. No premium discount will be given for attendance at the Physician/Practice Wellness Initiative.

DESIGNATION STATEMENT

LIVE ACTIVITY

MEDICAL MUTUAL designates this live activity for a maximum of two (2) *AMA PRA Category 1 Credit(s)*.™ Physicians should claim only the credit commensurate with the extent of their participation in the activity.

INTERNET ACTIVITY ENDURING MATERIAL

MEDICAL MUTUAL designates this internet activity enduring material for a maximum of two (2) *AMA PRA Category 1 Credit(s)*.™ Physicians should claim only the credit commensurate with the extent of their participation in the activity.



How far in advance should I register?

Walk-in registration is permitted on the day of the program on a space-available basis. However, some program locations have limited seating and may close to registration weeks or months in advance. We urge you to register early in the program season.

Can I reschedule or cancel?

If you have already made a payment for a program and would like to reschedule, we will apply your payment to another program you choose. Due to program commitments for facilities and catering, program fees are non-refundable in the event you are unable to attend.

What if the program is cancelled?

MEDICAL MUTUAL reserves the right to cancel a scheduled program due to insufficient registration. If a program is cancelled, your payment will be refunded or applied to a new date.

For additional questions...

If you need additional information, or have questions about our programs, call our Risk Management Services Department at 410-785-0050 or toll free at 800-492-0193. Current program information, driving directions and online registration are also available at mmlis.com

ACCREDITATION STATEMENT

MEDICAL MUTUAL Liability Insurance Society of Maryland is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

DISCLOSURE POLICY

It is the policy of MEDICAL MUTUAL to ensure balance, independence, objectivity and scientific rigor in all its sponsored educational activities. All faculty participating in activities sponsored by MEDICAL MUTUAL are expected to disclose to the program participants any relevant financial relationships related to the content of their presentation(s).



REGISTER NOW BEFORE IT'S TOO LATE!



Don't wait for final curtain call - get the programs you want today!

HAVE YOU CONSIDERED ALL THE BENEFITS OF OUR EDUCATION PROGRAMS? BY PARTICIPATING IN ONE OF THESE PROGRAMS, YOU CAN:

RECEIVE A PREMIUM DISCOUNT

MEDICAL MUTUAL Members who complete any of the eligible programs will be given a 5% premium discount on their 2020 medical professional liability renewal policy.

EARN CME CREDITS

Physicians who complete a program are eligible for two Continuing Medical Education Credits from the ACCME. Taking multiple programs can earn you more credits!

LEARN NEW INSIGHTS

The medical world is one of constant change. Our timely programs offer fresh perspectives on the risk management issues that are affecting you now.

SPEAK WITH EXPERTS

Our live education programs provide participants with the opportunity to ask questions and speak personally with knowledgeable medical, legal and claims management experts.

PROTECT YOUR PRACTICE AND PROFESSIONAL REPUTATION

Our risk management programs can help you to minimize your potential liability exposure, eliminate problem areas within your practice and improve the overall quality of patient care.



HOME OFFICE

225 International Circle, Box 8016, Hunt Valley, Maryland 21030
410-785-0050 / 800-492-0193

MEDICAL MUTUAL
Liability Insurance Society of Maryland



REGISTER NOW



You can register at
mmlis.com

