

- RISK MANAGEMENT STRATEGIES -

Solving the Puzzle of Liability Risks in Your Practice



RISK MANAGEMENT PROGRAM – 2020

OFFICE STAFF: Practice Matters

PHYSICIAN: Legal Issues • Opioid Prescribing • Mock Trial • HIPAA Modules
Case in Point IV • Case in Point III • Case in Point II

Specialty Specifics: Pediatrics, Primary Care, Ophthalmology,
Emergency Medicine, Surgery, OB/GYN

MEDICAL MUTUAL
Liability Insurance Society of Maryland

- RISK MANAGEMENT STRATEGIES -

Solving the Puzzle of Liability Risks in your Practice

Dear Colleague:

As a Doctor, you are on the front line of health care. Puzzling through how to effectively minimize liability risk in your medical practice can be challenging. But, the MEDICAL MUTUAL risk management education program can make a difference!

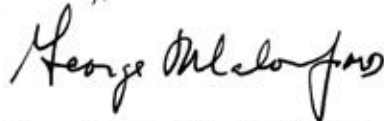
Now more so than ever, our Maryland Physicians are piecing together the intricacies of new technology, balancing heavy administrative burdens while working to provide the highest quality of patient care. Our insightful programs are specially curated by our knowledgeable medical, legal and risk management experts each year to ensure that your practice has the information and tools needed to continue managing and reducing risk.

Please take a moment to review these in-person, online and home study programs and register today. Attendance is limited at our live, in-person sessions, so we encourage you to respond quickly to ensure you get the program and location you prefer. It is easy to register online at mmlis.com or use the enclosed postage-paid envelope to return your registration form.

As a reminder, Physicians who complete an eligible program can earn CME credits and a 5% discount on their 2021 professional liability renewal policy. Your Office Staff can also benefit from a special education program created specifically to meet their needs.

If you have any questions or require more information, please call our Risk Management Services Department at 410-785-0050 or 800-492-0193. We look forward to supporting your practice in 2020.

Sincerely,



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

THE 2020 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.

ALL COURSE MATERIAL 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.

PROGRAM ICON KEY



Live program
at location



Online program,
Internet-based



Home study program,
book-based



Practice Matters:

Peeking Behind the Curtain to Innovate Practice Workflows and Enhance Compliance

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

Regulations, reimbursement, and technology are dominant forces in health care. It's time to move from keeping your head above water to leveraging these elements to enhance private practices. Yes, there's information overload. No, we can't add more hours to the day. But, we can control how we drive change in our practices. We are dedicated with providing you with best practices, resources and tools to innovate fundamental practice areas to decrease liability and improve practice workflows. This new program will provide you with the strategies needed to drive change in your practice.

DATE	CODE	FACILITY	LOCATION
Wed, April 22	9008	Hilton Garden Inn	Rockville
Wed, May 20	9009	Fairfield Inn & Suites	Cumberland
Thu, June 11	9010	Wicomico Youth & Civic Ctr.	Salisbury
Tue, June 23	9011	The Meeting House	Columbia
Tue, Aug 4	9012	Courtyard Marriott	Waldorf
Tue, Aug 18	9013	Hilton Garden Inn	Frederick
Thu, Sept 17	9014	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 Revenue Cycle Management 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:

- Get back to basics and move into the future with insurance reimbursement guidelines, including an overview of Medicare, Medicaid, Self-Funded, and Commercial plans – Understand the crucial elements of these puzzles to avoid misunderstanding complex rules and minimizing billing errors
- Develop accuracy – Refine focus on key data elements essential for patient care to include: Insurance capture, demographics, medications, chief complaint – Identify strategies to capture and validate patient information
- Make technology work for us instead of finding workarounds for our technology – Review EMR Optimization strategies to avoid risk through software customization, patient portal use, and complete medical record documentation
- Understand “Pay for Performance” as the new revenue model



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



HOW TO REGISTER

FAQ

PROGRAM FEE

The program costs \$60 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

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

2020 Office Staff Risk Management Program

TEXT ALERT

Please send me a text alert if there are schedule/location changes to my registered program.

Mobile Phone #: _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Office Phone #: _____ Fax #: _____

Number of Employees Attending: _____

Names of Employees Attending: _____

Notes: _____

Date and code number of session you wish to attend:

Practice Matters: Peaking Behind the Curtain Date _____ Code _____

Program Cost: \$60 per person _____

Number of Employees Attending: _____

TOTAL (\$60 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.



Legal Issues:

You've Been Served!

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

This seminar will review the anatomy of a lawsuit – from clinical setting to suit being filed through deposition and trial. Short video vignettes will be shown to illustrate issues that frequently lead to lawsuits as well as deposition and trial concepts and tactics.

DATE	CODE	FACILITY	LOCATION
Thu, March 19	5384	Double Tree Hotel	Annapolis
Tue, March 24	5385	Hilton Garden Inn	Rockville
Mon, March 30	5386	Quality Inn	Easton
Mon, April 6	5387	MEDICAL MUTUAL	Hunt Valley
Thu, April 16	5388	Calvert Memorial Hospital	Prince Frederick
Mon, April 20	5389	Hilton Garden Inn	Frederick
Thu, April 30	5390	Peninsula Regional Med. Ctr.	Salisbury
Thu, May 14	5391	The Meeting House	Columbia
Wed, May 27	5392	Holy Cross Hospital	Silver Spring
Tue, June 2	5393	Upper Chesapeake Med. Ctr.	Bel Air
Tue, June 9	5394	Hilton Garden Inn	Rockville
Thu, June 25	5395	Western MD Regional Med Ctr.	Cumberland
Thu, July 16	5396	Univ. of MD Shore Med Ctr.	Chestertown
Wed, July 29	5397	Carroll Hospital Center	Westminster
Tue, Aug 4	5398	Old Waldorf School	Waldorf
Mon, Aug 31	5399	Best Western Hotel	Lanham
Tue, Sept 1	5400	Holy Cross Hospital	Silver Spring
Mon, Sept 14	5401	Laurel Regional Hospital	Laurel
Thu, Sept 24	5402	Meritus Medical Center	Hagerstown
Tue, Sept 29	5403	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:

- Recognize issues that frequently lead to litigation
- Understand the litigation process including the importance of the deposition of the Physician-defendant
- Be familiar with ancillary legal issues such as Board of Physician matters and responding to subpoenas





Medical–Legal Issues in the Pediatric Practice

Presented by Christine Saba, MD, Erica Mudd, Esquire and Eric Rhoades, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

The pediatric clinical setting presents a unique set of medical-legal issues among the medical specialties. This program will look at recurring and currently relevant issues that arise in the pediatric care setting that have risk management implications for the pediatrician and pediatric medical practices.

DATE	CODE	FACILITY	LOCATION
Tue, March 31	5427	MEDICAL MUTUAL	Hunt Valley
Wed, April 29	5428	Holy Cross Hospital	Silver Spring
Tue, June 16	5429	Colony South Hotel	Clinton
Mon, July 27	5430	Double Tree Hotel	Annapolis
Tue, Aug 18	5431	Hilton Garden Inn	Frederick
Wed, Aug 26	5432	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 circumstances involving non-compliant parents and patients
- Identify situations that warrant discharging a patient / family from their practice and how to do so properly
- Address the behavioral health issues that are becoming more prevalent in the practice of pediatric medicine
- Identify their role in custody battles, including what parents ask and expect of the pediatrician in these circumstances and various medical and legal issues that arise therefrom
- Identify and act to circumstances requiring CPS referrals as mandatory reporters
- Address current medico-legal issues relating to vaccinations of the pediatric patient
- Identify recurring documentation issues for the pediatrician
- Address consent issues unique to the pediatric patient
- Address the confidentiality of patient information in the pediatric setting, particularly as patients continue to seek your care into the early adult years





Primary Care:

Guidance to Protect You and Your Patients

Presented by Dan Kohn, MD and Andrew Marter, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

Independent of medical outcome, clear, tactful, and supportive clinician-to-patient communication can help mitigate potential adverse clinical outcomes and malpractice litigation. This program focuses on areas of potential communication breakdowns in day-to-day practice and offers suggestions for how to avoid them. Video vignettes and live "re-enactment" scenarios will demonstrate effective and non-effective communication techniques, in order to minimize misunderstandings and patient dissatisfaction. Speakers will also review in detail actual closed medical malpractice cases in which communication and documentation breakdowns played a key role.

DATE	CODE	FACILITY	LOCATION
Tue, May 5	5404	MEDICAL MUTUAL	Hunt Valley
Wed, May 13	5405	Hilton Garden Inn	Frederick
Mon, May 18	5406	Laurel Regional Hospital	Laurel
Thu, June 11	5407	Peninsula Regional Med. Ctr.	Salisbury
Mon, June 15	5408	Holy Cross Hospital	Silver Spring
Thu, July 30	5409	Quality Inn	Easton
Thu, Aug 13	5410	Western MD Regional Med. Ctr.	Cumberland
Thu, Aug 27	5411	Colony South Hotel	Clinton
Wed, Sept 2	5412	MEDICAL MUTUAL	Hunt Valley
Tue, Sept 8	5413	Double Tree Hotel	Annapolis
Wed, Sept 16	5414	St. Mary's Hospital	Leonardtown
Mon, Sept 21	5415	Upper Chesapeake Med. Ctr.	Bel Air

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:

- Learn communication techniques that can support them in patient interactions and how to avoid falling into communication "traps"
- Understand key risk management lessons on communication and how to apply them in your practice
- Recognize risk issues from actual medical malpractice cases and how to avoid them



Ophthalmology 2020:

Seeing a Clearer Risk Management Picture

Presented by Katherine Duncan, MD and April Hitzelberger, Esquire of Waranch and Brown, LLC

From potential medical malpractice claims, to cybersecurity, there are numerous risk issues that face ophthalmologists in their practice. This course will explore many of the issues that are facing your practice today. In this course, participants will learn about risk issues surrounding cybersecurity, the expanding informed consent doctrine, technology in the practice, ADA compliance and other medical liability concerns. In addition, participants will review medical malpractice risk issues arising from closed cases, and strategies will be offered on how to minimize risk and avoid common pitfalls.

DATE	CODE	FACILITY	LOCATION
Thu, March 26	5433	MEDICAL MUTUAL	Hunt Valley
Tue, May 19	5434	Hilton Garden Inn	Rockville
Thu, Aug 6	5435	The Meeting House	Columbia
Tue, Sept 22	5436	Double Tree 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:

- Appreciate the litigation risks pertaining to a variety of compliance topics confronting the practice of ophthalmology
- Understand risk issues arising out of closed medical malpractice claims and how to avoid them in their practice
- Recognize new areas of risk for the ophthalmologist and actionable tactics to address them



Medical – Legal Issues in Emergency Medicine: Protecting Our Patients, Protecting Ourselves

Presented by Dan Kohn, MD and Eric Rhoades, Esquire of Armstrong, Donohue, Ceppos, Vaughan & Rhoades, Chtd.

The emergency medicine setting presents recurring patient care scenarios which call upon the providers to protect the patient and/or protect themselves from a medical, legal and risk management perspective. This program will present the participants with various patient care scenarios that address these issues and will employ video vignettes and closed medical negligence legal cases to facilitate education and discussion of these topics.

DATE	CODE	FACILITY	LOCATION
Tue, March 17	5416	National 4-H Conference Ctr.	Chevy Chase
Thu, May 28	5417	The Meeting House	Columbia
Thu, Aug 20	5418	Peninsula Regional Med. Ctr.	Salisbury
Tue, Aug 25	5419	Double Tree 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:

- Address and manage patients seeking to sign out of the emergency department against medical advice (AMA)
- Identify and implement medical documentation practices to aid in the protection of patient and provider
- Address unique medical and legal issues that accompany the evaluation and care of behavioral health patients in the emergency department
- Identify issues that arise with the division of care and clinical responsibilities when the emergency medicine provider consults with other health care providers
- Identify issues that present higher risk for recurring legal issues through the review of closed medical negligence cases relating to emergency medicine



Surgery

Presented by Steven Berlin, MD and Gregg Murray, Medical Mutual Claims Representative.

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 surgery will be featured.

DATE	CODE	FACILITY	LOCATION
Thu, April 2	5420	The Meeting House	Columbia
Mon, June 22	5421	Best Western Hotel	Lanham
Mon, Aug 3	5422	National 4-H Conference Ctr.	Chevy Chase
Thu, Sept 17	5423	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 set realistic expectations



OB/GYN:

Informed Consent and Refusal

Presented by Steven Berlin, MD and Gregg Murray, MEDICAL MUTUAL Claims Representative

This program will focus on the topics of informed consent and informed refusal in medicine. A discussion of closed medical malpractice cases and risk issues in OB/GYN will be featured.

DATE	CODE	FACILITY	LOCATION
Tue, April 21	5424	Double Tree Hotel	Annapolis
Thu, June 18	5425	MEDICAL MUTUAL	Hunt Valley
Tue, Aug 4	5426	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

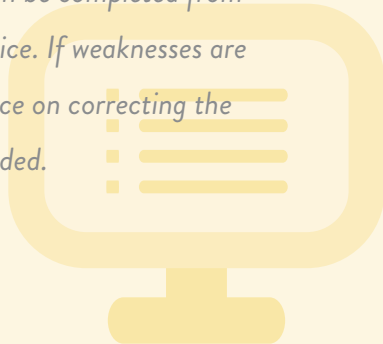
Upon completion of this live activity, participants will be better able to:

- Understand the importance of both informed consent and informed refusal
- Discuss what goes into developing the process of informed consent and informed refusal
- Understand Maryland law regarding informed consent and informed refusal

RISK MANAGEMENT TOOLS & RESOURCES

Risk Assessment

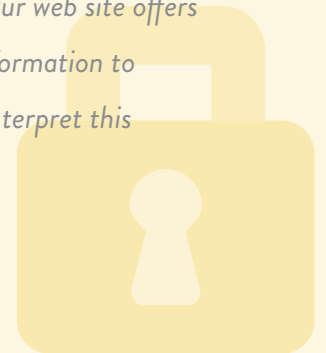
Evaluate the strength of your practice's cyber security. We offer a 40-question online survey that can be completed from any computer or device. If weaknesses are found, practical advice on correcting the problem will be provided.



RISK MANAGEMENT TOOLS & RESOURCES

HIPAA Guidance

Ensuring your practice is in compliance with the many provisions of the HIPAA Security Rule can be challenging. Our web site offers extensive resources and information to help you understand and interpret this federal mandate.





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: 5439 • REGISTER FOR THIS PROGRAM AT MMLIS.COM

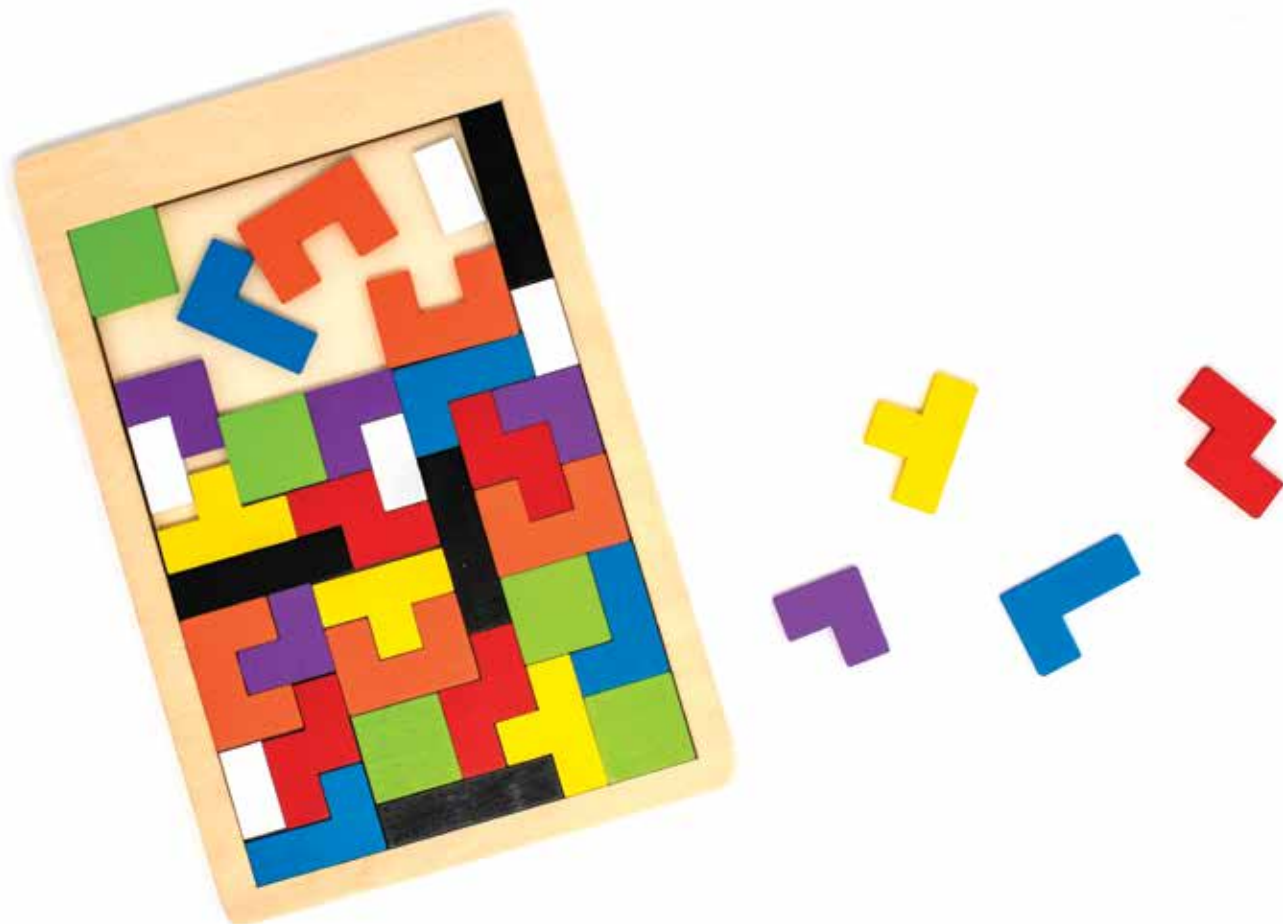
ABOUT THE PRESENTER

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





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: 5438 • 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: 5437 • 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



Case In Point IV: Informed Consent

According to the American Medical Association's Code of Medical Ethics, informed consent to medical treatment is fundamental in both ethics and law. Patients have the right to receive information and ask questions about recommended treatments so that they can make well-considered decisions about their care. This new online course will help Physicians navigate the process of informed consent and appreciate the importance of the documentation of a patient's consent or refusal.

PROGRAM CODE: 5440 • REGISTER FOR THIS PROGRAM AT MMLIS.COM

RELEASE/REVIEW DATE

This educational activity was released on March 1, 2020 and will expire on March 1, 2023. 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 Internet activity enduring material, participants will be better able to:

- Discuss the concept of informed consent
- Know what should be included in the discussion with the patient about a recommended treatment or procedure
- Understand the need for documentation of the informed consent process and patient discussion

- 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 Professionals Advocate in the postage-paid envelope included with the book.

The cut-off date to register for *Case in Point* is **December 1, 2020**.

Completed tests and evaluations are due no later than **December 15, 2020**.

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 our 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 and Internet 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.



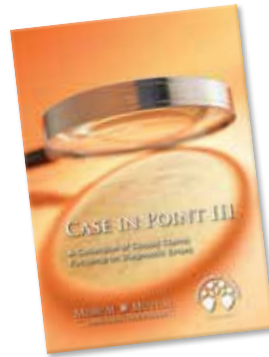
Case in Point III: Failure To Diagnose

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.

PROGRAM CODE: HSCIP320
REGISTER FOR THIS PROGRAM AT MMLIS.COM

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 his/her 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.

PROGRAM CODE: HSCIP120
REGISTER FOR THIS PROGRAM AT MMLIS.COM

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.



OBJECTIVES

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

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%!

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

TEXT ALERTS

When you register for a live risk management education program, you can opt in to a convenient text alert option that will let you know if there are any last minutes changes in the program's date, time or location.

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.

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.

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, 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 to have the best chance to attend the program, date and location of your choice.

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

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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.

PHYSICIAN & OFFICE STAFF TOPICS BY LOCATION

Find the program you are looking for by location



1. ANNAPOLIS

DoubleTree Hotel
210 Holiday Court
410-224-3150
(EM, LI, OG, OP, PC, PE)

2. BEL AIR

Upper Chesapeake Med. Ctr.
500 Upper Chesapeake Drive
443-643-1000
(LI, PC)

3. CHESTERTOWN

The University of Maryland Shore
Med. Ctr. at Chestertown
100 Brown Street
410-778-3300
(LI)

4. CHEVY CHASE

National 4-H Conf. Ctr.
7100 Connecticut Avenue
301-961-2801
(EM, S)

5. CLINTON

Colony South Hotel
7401 Surratts Road
301-856-4500
(PC, PE)

6. COLUMBIA

The Meeting House
5885 Robert Oliver Place
410-730-4090
(LI, OG, S, OP, EM, PE, PM)

7. CUMBERLAND

Western Maryland
Regional Medical Center
12500 Willowbrook Road
240-964-1200
(LI, PC)

Fairfield Inn & Suites
21 North Wineow Street
301-722-0340
(PM)

8. EASTON

Quality Inn
8523 Ocean Gateway
410-820-8333
(LI, PC)

9. FREDERICK

Hilton Garden Inn
7226 Corporate Court
240-566-1500
(LI, PC, PE, PM)

10. HAGERSTOWN

Hager Hall Conference &
Event Center
901 Dual Highway
301-797-9004
(LI)

11. HUNT VALLEY

MEDICAL MUTUAL
225 International Circle
410-785-0050
(LI, OG, OP, PC, PE, PM, S)

12. LANHAM

Best Western Hotel
5910 Princess Garden
Parkway
301-459-1000
(LI, S)

13. LAUREL

Laurel Regional Hospital
7300 Van Dusen Road
301-725-4300
(LI, PC)

14. LEONARDTOWN

St. Mary's Hospital
25500 Point Lookout Road
301-475-8981
(PC)

15. PRINCE FREDERICK

Calvert Memorial Hospital
100 Hospital Road
410-535-4000
(LI)

16. ROCKVILLE

Hilton Garden Inn
14975 Shady Grove Road
240-507-1800
(LI, OP, PM)

17. SALISBURY

Peninsula Regional Med. Ctr.
100 East Carroll Street
410-546-6400
(EM, LI, PC)

Wicomico Youth & Civic Center
500 Glen Avenue
410-548-4900
(PM)

18. SILVER SPRING

Holy Cross Hospital
1500 Forest Glen Road
301-754-7000
(LI, PC, PE)

19. WALDORF

Courtyard Marriott
3145 Crain Highway
301-885-3333
(PM)

Old Waldorf School
3074 Crain Highway
301-752-5198
(LI)

20. WESTMINSTER

Carroll Hospital Center
200 Memorial Avenue
410-848-3000
(LI)

PROGRAM KEY

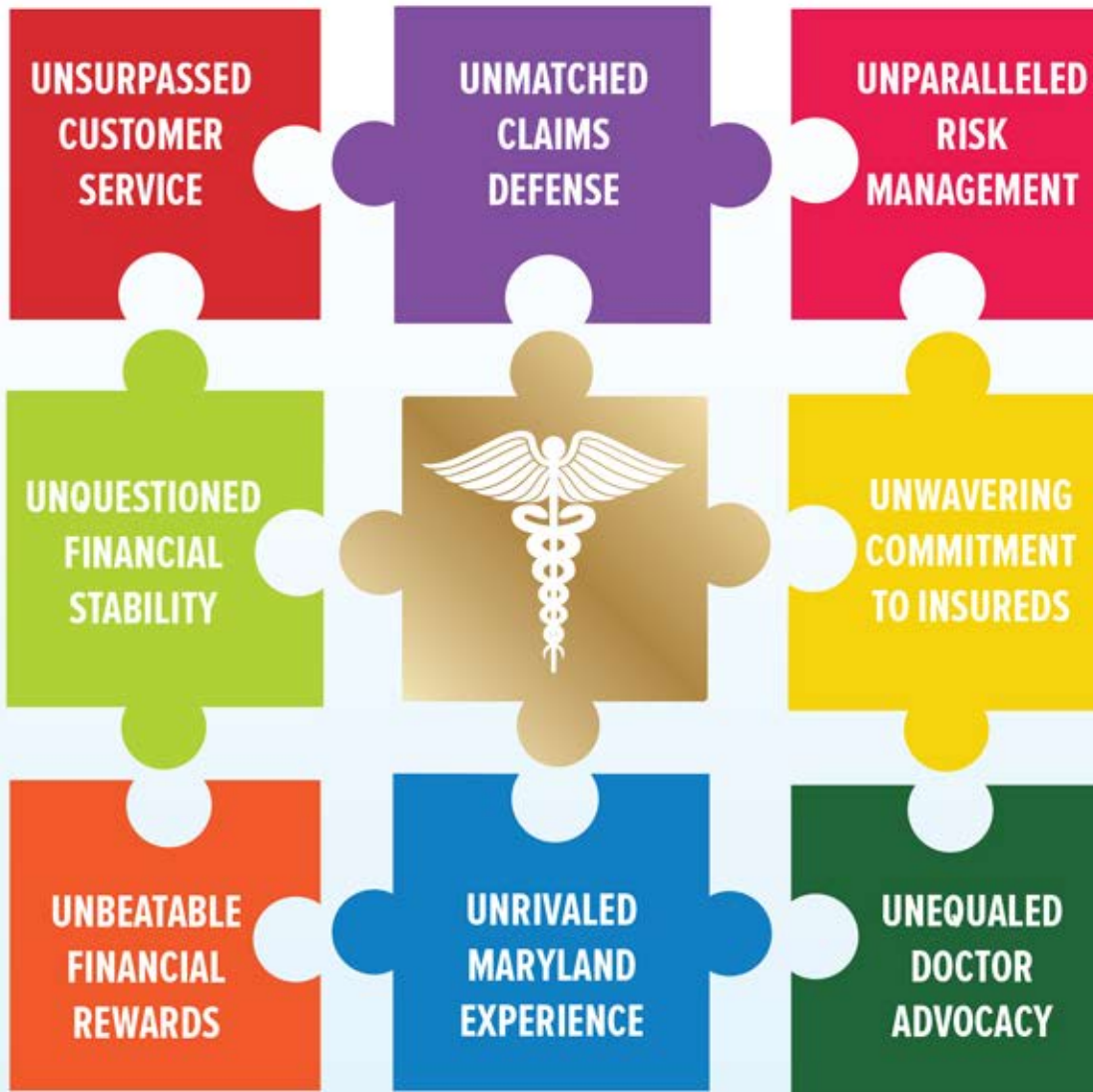
PHYSICIAN PROGRAMS

LI Legal Issues
S Surgery
PC Primary Care
OG OB/GYN
OP Ophthalmology
EM Emergency Medicine
PE Pediatrics

OFFICE STAFF PROGRAM

PM Practice Matters

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Please print your name as it appears on your policy

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Phone #: _____

Fax #: _____

Medical License #: _____

Dietary Needs: Vegetarian Kosher*

*Not available at all locations.

DATE & CODE NUMBER OF SESSION(S) YOU WISH TO ATTEND

Legal Issues Date _____ Code _____

Specialty Specifics Date _____ Code _____

Opioid Prescribing Register at mmlis.com

Mock Trial Register at mmlis.com

HIPAA Modules Register at mmlis.com

Case in Point IV Register at mmlis.com

Case in Point III Send

Case in Point II Send

For First Program Selected: \$60 per person _____

For Each Additional Program: \$30 per person _____

TOTAL _____

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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.