

PHYSICIAN PROGRAMS

IT'S EASIER TO PREVENT A FIRE THAN FIGHT ONE

RISK MANAGEMENT EDUCATION CAN HELP PREVENT CLAIMS



2021 PHYSICIAN RISK MANAGEMENT PROGRAM

Legal Matters · Medical Matters · Opioid Prescribing · HIPAA Modules · Mock Trial
Case in Point IV · Case in Point III · Case in Point II



Insurance Company

IT'S EASIER TO PREVENT A FIRE THAN FIGHT ONE

RISK MANAGEMENT EDUCATION CAN HELP PREVENT CLAIMS

Dear Colleague:

As a Physician, it may feel like you're constantly tasked with putting out fires. This perpetual firefighting can lead to burnout. But with the strategies contained in this year's risk management programs, you will have plenty of "tools" to help you put out those fires!

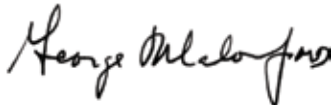
Our programs were developed by our medical, legal and risk management experts to help you provide the best possible care for your patients while mitigating liability risks.

As you review the program descriptions, you will notice that no in-person programs are currently scheduled for 2021. We will miss seeing you again this year; however, like 2020, we are offering webinars, home study, and online courses. Please register at **proad.com** or use the enclosed postage-paid envelope.

Physicians who complete an eligible program will earn CME credits and a 5% discount on their 2022 renewal policy!

Please call Risk Management at 410-785-0050 or 800-492-0193 with any questions. As always, we look forward to supporting you and your practice in 2021.

Sincerely,



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

CME CREDITS

CME Credits can be earned for attending a live webinar program or by taking a home study or online course.

5% DISCOUNT

You will receive a 5% premium discount on your next professional liability insurance renewal policy, upon completion of an eligible program.

PROGRAM ICON KEY



Webinar
program,
Internet-based



Online
program,
Internet-based



Home study
program,
book-based



LEGAL MATTERS:

THE NEW NORMAL – THE PHYSICIAN-PATIENT RELATIONSHIP IN THE AGE OF COVID

Presented by attorneys from our Virginia defense team

This program will review some of the medical–legal issues that have evolved as a result of the changes caused by the pandemic. These include executive orders, possible immunity issues, changing patient expectations due to quarantines and stay at home orders, state law on telehealth requirements and practical issues regarding the use of telehealth. Short video vignettes will be shown to illustrate these issues.

ProAd will consider adding live in-person events at a later date if pandemic conditions improve.

DATE	CODE
THURS. APRIL 15	3664
MON. MAY 17	3665
TUES. SEPT. 14	3666
MON. OCT. 18	3667

OBJECTIVES

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

- **Understand the legislative** and regulatory issues regarding telehealth and other patient interactions
- **Recognize issues in patient** interactions (in-person and otherwise) that could create and impact potential liability
- **Understand the impact** of the pandemic on the Physician-patient relationship now and in the future





MEDICAL MATTERS:

PATIENT EXPECTATION – MANAGING THE RISK

Presented by attorneys from our Virginia defense team

Managing patient expectations can be time-consuming and sometimes frustrating, and many Doctors only have a short window of time to work with each patient. Nonetheless, taking the time to make sure that the patient understands their treatment plan and options will help you build a lasting Doctor-patient relationship. Managing patient expectations will diminish those situations (and potential lawsuits) where a patient agrees to treatment that they did not fully understand. This is especially important with the increased use of telemedicine in the practice.

ProAd will consider adding live in-person events at a later date if pandemic conditions improve.

DATE	CODE
MON. MARCH 29	3660
TUES. JUNE 22	3661
THURS. AUGUST 26	3662
THURS. SEPT. 23	3663

OBJECTIVES

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

- **Identify various strategies** relating to Doctor-patient communication and patient expectations
- **Understand how patient** expectations need to be managed, whatever the mode of communication
- **Recognize the value of the** informed consent process when dealing with patient expectations

REMAIN VIGILANT

RISK MANAGEMENT EDUCATION





OPIOID PRESCRIBING:

AVOID THE PAIN 2.0

Presented by John Sly, Esquire of Waranch & 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: 3670 · REGISTER FOR THIS PROGRAM AT PROAD.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 use of** opioids to treat pain
- **Recognize the laws** governing opioids
- **Identify patient risks for** dependency
- **Limit risks to your patient** and your practice in prescribing opioids





BUILD A CULTURE OF COMPLIANCE WITH THE HIPAA MODULES

Created by members of Professionals Advocate'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.

PROGRAM CODE: 3668

REGISTER FOR THIS PROGRAM AT PROAD.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**



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: 3669

REGISTER FOR THIS PROGRAM AT PROAD.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**

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.



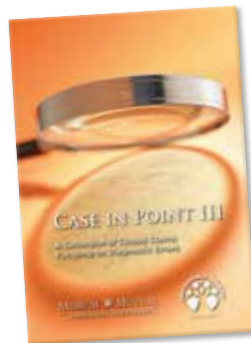
CASE IN POINT III: FAILURE TO DIAGNOSE

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: HSCIP321V
REGISTER FOR THIS PROGRAM AT PROAD.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

HOW CASE IN POINT WORKS

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

Online *Case in Point* course participants will receive a link to their course from “@icslearning.com” one business day after registering. Participants will be prompted to reset their username and password. Participants should remember their username and password, as they will need them to log back into the course. Once the course is complete, participants will receive a course evaluation and their certificate in the mail.

Case in Point III 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, 2021**.
Completed tests and evaluations are due no later than **December 13, 2021**.

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

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 IV: INFORMED CONSENT

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

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: 3672 · REGISTER FOR THIS PROGRAM AT PROAD.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



CASE IN POINT II: DOCUMENTATION

Case in Point II is our second risk management program 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: 3671
REGISTER FOR THIS PROGRAM AT PROAD.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 proad.com and pay on our secure server with an American Express, Visa, MasterCard or Discover credit card.

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. Links to program materials will be provided during the webinar through the GoTo Webinar dashboard.

PROGRAM SCHEDULE

- 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

You MUST participate in the entire 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 discount or CME and will be expected to attend a later program to qualify for the premium discount 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

Professionals Advocate Insureds earn a 5% premium discount on their next medical professional liability renewal policy by attending one of our Physician risk management programs.

TEXT ALERTS

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

FAQ

How far in advance should I register?

Please register early to ensure your spot. Registration will end 24 hours in advance of a webinar.

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, program fees are non-refundable in the event you are unable to attend.

What if the program is cancelled?

Professionals Advocate 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 and online registration is also available at proad.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 Professionals Advocate to ensure balance, independence, objectivity and scientific rigor in all its sponsored educational activities. All faculty participating in activities sponsored by Professionals Advocate are expected to disclose to the program participants any relevant financial relationships related to the content of their presentation(s).

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.



ARE YOU TAKING ADVANTAGE OF THE RISK MANAGEMENT RESOURCES AVAILABLE TO YOU?



COVID-19 SECTION OF WEB SITE

This section provides you with updated information on links from the most reliable sources and government announcements.



LIBRARY OF ONLINE RESOURCES

Search our comprehensive resource library for important documents and information to help you manage and reduce your risk.



PRACTICE MANAGER TOOLBOX

This convenient online resource was specifically designed to provide timely and relevant guidance to Practice Managers.

RISK MANAGEMENT ALERTS

To stay up to date, check **proad.com** to review the latest risk management news and alerts issued by medical organizations.



SECURITY RISK ASSESSMENT

Evaluate the strength of your practice's cyber security with a survey, designed by our security and risk management experts.



RM SUPPORT BY PHONE

Talk to our experts. Receive advice and answers about issues as they arise by dialing 443-689-0224 or 443-689-0169.



For more information, visit our web site at **proad.com** or talk to a risk management expert by phone (410-785-0050, or toll free at 800-492-0193) to answer your individual questions.



2021 PHYSICIAN RISK MANAGEMENT PROGRAM

Name: _____

Please print your name as it appears on your policy

Email Address: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ Fax #: _____

Medical License #: _____

Specialty: _____

**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**

TEXT ALERT

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

Mobile Phone #: _____

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

Legal Matters

Medical Matters

Opioid Prescribing

HIPAA Modules

Mock Trial: Order in the Court!

Case in Point IV

Case in Point III

Case in Point II

For First Program Selected:

For Each Additional Program:

Date _____ Code _____

Date _____ Code _____

Register at **proad.com**

Register at **proad.com**

Register at **proad.com**

Register at **proad.com**

Send

Send

\$60 per person _____

\$30 per person _____

TOTAL _____

Please register early in the program season to ensure your spot. Registration will end 24 hours in advance of a webinar. All fees are per person. Thank you.



MORE SUPPORT FOR YOU AND YOUR PRACTICE!

Free Resources and Tools for Practice Managers.



PRACTICE MANAGER TOOLBOX

The Practice Manager Toolbox is a convenient online resource specifically designed to provide relevant and timely guidance to Practice Managers on the wide variety of day-to-day scenarios faced at a busy medical practice. Registering is fast, easy and free! Visit professionalsadvocate.com/practice-manager-toolbox/register

After registering, Practice Managers also can choose a free gift!

HOME OFFICE

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410-785-0050 / 800-492-0193

VIRGINIA OFFICE

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804-320-6790 / 888-411-0444 / 866-579-1948



Insurance Company