

FINDING THE SOLUTIONS

to Good Risk Management



2022 RISK MANAGEMENT PROGRAM

Legal Matters, Medical Matters, Opioid Prescribing,
HIPAA Modules, Mock Trial, *Case in Point III*,
Case in Point V, *Case in Point IV*, *Case in Point II*



FINDING THE SOLUTIONS

to Good Risk Management

Dear Colleague:

Navigating the practice of medicine can be complex from time to time. However, through the strategies contained in this year's risk management programs, we hope to help you identify solutions to these challenges and provide you with key takeaways to incorporate into your practice.

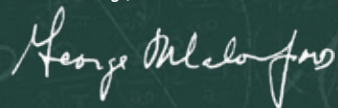
As always, the courses are developed by our Risk Management Department in coordination with medical, legal and risk management experts to assist you in offering the best possible patient care and mitigating potential risk.

As you review the programs, you will notice a "hybrid" schedule for 2022. While we will continue to offer live webinars, we are happy to announce the return of our live in-person seminar events! In addition, we continue to offer online and home study courses to accommodate your busy lifestyle.

Physicians who complete an eligible program will earn CME credits and a 5% discount on their next renewal policy. Please register at **proad.com** or use the enclosed postage-paid envelope.

Please call the Risk Management Department at 410-785-0050 or 800-492-0193 with any questions. We look forward to supporting your practice and seeing you again in 2022!

Sincerely,



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

CME CREDITS

CME Credits can be earned for attending a live in-person program, 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



Live webinar
program,
internet-based



Recorded
online program,
internet-based



Home study
program,
book-based



Live
program,
in-person



Hybrid program:
internet or in-person
options



HYBRID: WEBINAR OR IN-PERSON

LEGAL MATTERS

BACK TO BASICS: THE EVOLVING PHYSICIAN-PATIENT RELATIONSHIP

Presented by Byrne Canaan Law

This program will review current medical-legal issues involving pitfalls in documentation and communication that can lead to potential liability. Learn the strategies you can implement to avoid those pitfalls. Short video vignettes will be shown to illustrate these issues.

DATE	CODE	FACILITY	LOCATION
Thurs. April 21	3680	[WEBINAR]	[INTERNET]
Wed. May 25	3681	[WEBINAR]	[INTERNET]
Thurs. Sept. 22	3682	[WEBINAR]	[INTERNET]
Tues. Oct. 11	3683	Hilton Garden Inn	Fairfax

OBJECTIVES

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

- Recognize current communication issues with patient interactions that are in-person, remote and online
- Understand the importance of documentation of interactions with patients, including the use of Open Notes
- Understand the theories of liability against providers, including medical negligence and informed consent

SOLUTIONS



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Finding The Solutions To Good Risk Management

PRACTICE MANAGER TOOLBOX

Practice Managers must keep pace with new laws and regulations, changing health care standards, patient-related service issues, and even the challenges of a global pandemic. Our Practice Manager Toolbox contains relevant resources to help your Practice Manager remain knowledgeable and decisive.



HYBRID: WEBINAR OR IN-PERSON

MEDICAL MATTERS: CYBER LIABILITY ISSUES FOR PHYSICIANS – ARE YOU PREPARED?

Presented by Byrne Canaan Law

This program will look at the ever-evolving cyber-attack landscape with an overview of the biggest cyber-attack threats to the health care industry. This presentation will cover some of the largest exposure risks created by a cyber-attack as well as steps you can take to mitigate your liability if your systems go down.

DATE	CODE	FACILITY	LOCATION
Thurs. March 31	3676	[WEBINAR]	[INTERNET]
Mon. June 13	3677	Courtyard by Marriott	McLean
Mon. Aug. 22	3678	[WEBINAR]	[INTERNET]
Tues. Sept. 6	3679	[WEBINAR]	[INTERNET]

OBJECTIVES

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

- Understand an overview of the current landscape of cyber-attacks, top threats to the health care industry, and federal response to cyber security risks in the health care industry
- Implement safety measures and response during a cyber-attack including downtime planning, cyber liability insurance, and mitigating liability exposure in the medical malpractice context
- Recognize liability and exposure risks associated with cyber-attacks including HIPAA, patient injury, and loss of revenue and reputation

**PREVENT
CLAIMS**

Risk Management
Education



ONLINE PROGRAM

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: 3686

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 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

SOLUTIONS



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Finding The Solutions To Good Risk Management

CYBER SECURITY AWARENESS TRAINING

The cyber security awareness training in our Practice Managers Toolbox provides courses, news, tests, and other educational media that can help you implement measures to protect important data. As hackers become increasingly sophisticated, it's critical to gauge how your practice measures up on cyber security.



ONLINE PROGRAM

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

PROGRAM CODE: 3684

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





ONLINE PROGRAM

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: 3685

Register for this program at proad.com

ABOUT THE PRESENTER

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

SOLUTIONS



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Finding The Solutions To Good Risk Management

RISK MANAGEMENT “HOTLINE”

Although we offer many resources on our website, we understand that sometimes it's just easier to talk to someone. If you have a practice-related question or concern, we're ready to listen and offer guidance to help you identify and reduce your liability risk exposure.

CASE IN POINT: HOME STUDY & ONLINE PROGRAMS

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 found in the back of this brochure. The cost is \$60 PER PERSON.

Online *Case in Point* course participants will receive their link from Professionals Advocate's Risk Management Department after registering for their course. The course can then be started immediately and completed at your convenience. Once the course is completed, participants can download their certificate from the MindFlash system.

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 any online and home study self-paced courses is **December 1, 2022**. Completed tests and evaluations are due no later than **December 16, 2022**.

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.



HOME STUDY PROGRAM

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: HSCIP322V
Register for this program at proad.com

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2021. It was released on February 1, 2016 and expires on February 1, 2024. 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 V: TECHNOLOGY AND MEDICINE

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

This new program features a series of closed claims that focus on risk issues surrounding the use of technology in the practice of medicine. The cases selected for this program are presented in a video format by John T. Sly, Esq., a medical-malpractice defense attorney. These cases focus on issues surrounding patient tracking, communication, informed consent, and documentation – with technology serving as the backdrop.

PROGRAM CODE: 3689 | Register for this program at proad.com

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2021. It was released on February 1, 2022 and expires on February 1, 2025. 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 Internet activity enduring material, participants will be better able to:

- Identify communication issues associated with the use of technology in medical practice
- Understand the role of technology in medicine and its risks
- Recognize how technology can improve both documentation and Physician-patient interactions

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 course will help Physicians understand the process of informed consent and the importance of documenting a patient's consent or refusal.

PROGRAM CODE: 3688 | Register for this program at proad.com

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2022. It was released on March 1, 2020 and expires 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.

- 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: 3687 | Register for this program at proad.com

RELEASE/REVIEW DATE This educational activity was reviewed on February 1, 2021. It was released on February 1, 2013 and expires on February 1, 2024. 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.

- 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 GoToWebinar 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

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 the next medical professional liability renewal policy for Professionals Advocate members who complete any one of the eligible Physician educational programs offered.

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.

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 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).

DESIGNATION STATEMENT

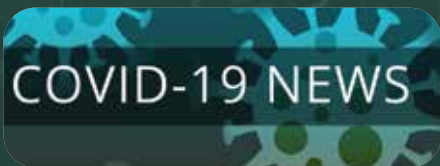
LIVE ACTIVITY / LIVE INTERNET COURSE

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 WEBSITE

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



RISK MANAGEMENT ALERTS

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



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.



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 410-785-0050 or 800-492-0193.

For more information, visit our website 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.



2022 PHYSICIAN RISK MANAGEMENT PROGRAM

TEXT ALERT

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

Mobile Phone #: _____

Name: _____

Please print your name as it appears on your policy

Email Address: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ Fax #: _____

Medical License #: _____

Specialty: _____

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 III

Case in Point V

Case in Point IV

Case in Point II

For First Program Selected:

For Each Additional Program:

Date _____ Code _____

Date _____ Code _____

Register at **proad.com**

Register at **proad.com**

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Register at **proad.com**

Register at **proad.com**

Register at **proad.com**

\$60 per person _____

\$30 per person _____

TOTAL _____

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

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!

PRACTICE MANAGER TOOLBOX

Free Resources and Tools for Practice Managers

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](https://professionalsadvocate.com/practice-manager-toolbox/register)

AFTER REGISTERING, PRACTICE
MANAGERS ALSO CAN CHOOSE A
FREE GIFT!



HOME OFFICE

P.O. Box 8016, 225 International Circle
Hunt Valley, Maryland 21030
410-785-0050 / 800-492-0193
proad.com

VIRGINIA OFFICE

804 Moorefield Park Dr., Suite 105
Richmond, Virginia 23236
804-320-6790 / 888-411-0444



Insurance Company