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Risk Management and the Pandemic: Tips for Managing Medical Liability Risk



Disclosure

The Cooperative of American Physicians, Inc. CME Committee Planners, Join Luh, MD, each disclosed relevant financial relationships which were reviewed and determined to not be a conflict of interest because the commercial companies with relationships don't have an interest in the subject matter being presented.

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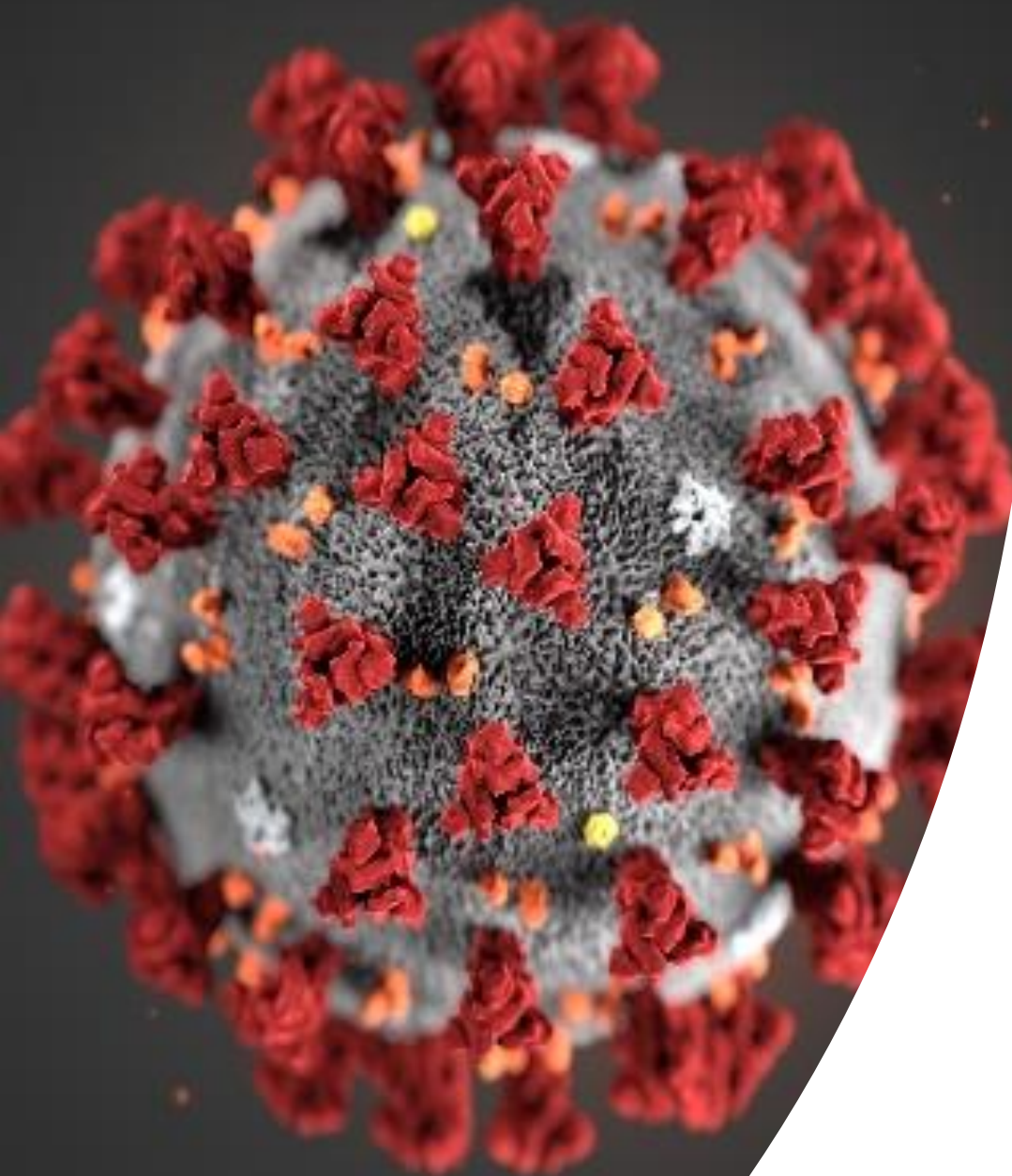
Practice Survey

Benefit of CAP
Membership

Core Risk Management
Service

Onsite Professional
Liability Risk Evaluation

Now Offered Virtually



Office Practice in the Era of Covid-19

- Providing a safe environment.
- Approach to patient visits in your office.
- Communication to staff and patients.



Telemedicine

- Consent
 - Verbal vs. Written
 - Electronic Signatures
 - How to Document
- HIPAA Concerns
 - Selecting the Appropriate Platform
 - Ensuring Privacy
 - Verifying Patient ID





Telemedicine

- Conducting the Visit
 - Preparing for Visit
 - Appearance
 - Location
 - Clear Communication
 - Documentation

Tracking &
Recall

You ordered
it.

You own it!



Informed Consent and Informed Refusal

It is not just a
form...

It's a Process!





Documentation is Your Best Defense!



Local, State, Federal Resources

- Centers for Disease Control:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- California Medical Association (American Medical Association): <https://www.cmadocs.org/covid-19>
- California Department of Public Health:
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- Medical Board of California: <https://www.mbc.ca.gov/>
- Medical Specialty Professional Organizations
- U.S. Department of Health & Human Services:
<https://www.hhs.gov/hipaa>

COVID-19

Resource Center

Essential Resources for
Physicians Practicing Medicine
in These Challenging Times

ACCESS NOW



CAP Resource Center



Returning to
Practice During
COVID-19



Telemedicine
Resources



Telemedicine Risk
Management



Telemedicine
Coding Webcast



Employer Guidelines
During COVID-19



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Claims, Risk Management,
and CAP Cares Hotline

800-252-0555

24 hours a day, 7 days a week

Reporting a claim of adverse outcome:

Claims: When reporting a claim, please have notice of intent or lawsuit, as well as the medical record,
Be prepared to provide a brief summary of the care.

Risk Management: We encourage you to call about risk management questions and concerns.

CAP Cares: When you have an adverse outcome, call CAP Cares.
See details on the reverse.



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MALPRACTICE AND OTHER COVERAGE

RISK MANAGEMENT

PRACTICE MANAGEMENT

ABOUT US

INSTANT QUOTE

COVID

Resource C

Essential Resou
Physicians Practicir
in These Challeng

ACCESS NO

Risk Reduction

Hotline

Online CME Program

Focused Review Case Studies

Request a Virtual Practice Visit



Training and Events

CME Programs

CyberNet HIPAA Training

Risk Management Institute

CAP Speakers Bureau

Special Events

Tools and Resources

Risk Management Self-Assessment Kit

Onsite Practice Survey

HIPAA Compliance

Adverse Event Management

All Practice Forms

News and Education

Featured Articles

Featured Videos

MACRA Resources

All Articles and Videos

Publications

CAPsules

Risk E-Notes

Patient Safety Advocate

PATIENT FOCUS

Request a Virtual Practice Visit

CAP Member Name (Required) *

Email Address (Required) *

Office Location (City) *

CAP Member Number

Phone Number

Best Time to Contact

Contact Name (If Different)

Is there a particular risk management issue(s) that you are interested in? If so, please describe.

SUBMIT

A decorative floral pattern in a golden-yellow color is located in the bottom-left corner of the dark blue card. It features elegant, swirling lines, leaves, and small circular accents, resembling a stylized vine or floral motif.

Thank you!