



Medical Mutual  
Insurance  
Company of MAINE



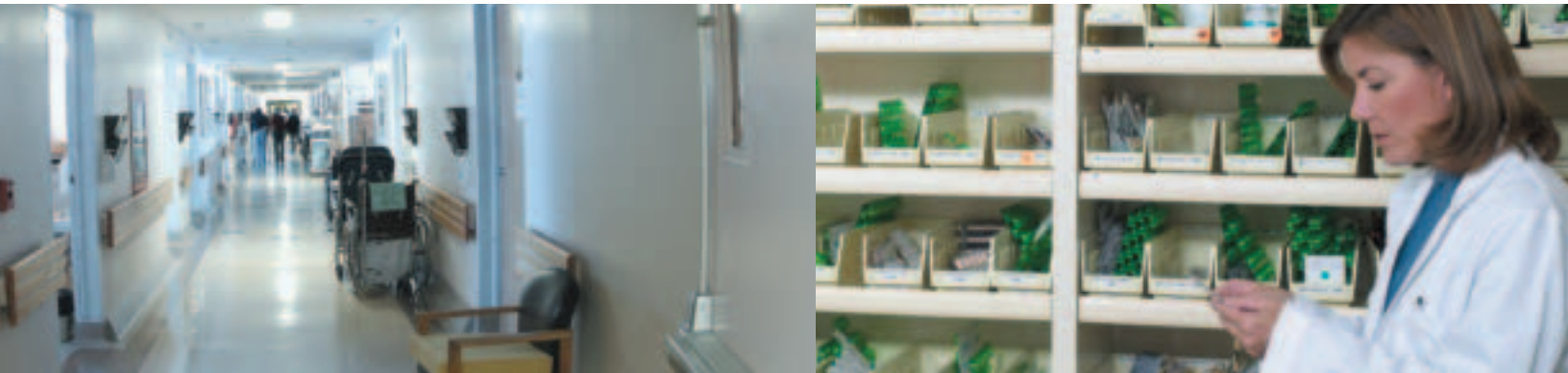
**Risk Management Services**

Great Practices in Support  
of Good Medicine



Discover the difference between  
practicing defensively and  
standing behind defensible practices.





**We view helping you manage risks in your practice or facility as a great way of partnering with you to promote best practices and reduce your liability exposure.**

**Y**ou know the medicine. It's all the operational and procedural details associated with the day-to-day practice of medicine that is most likely to put you and your patients at risk.

At Medical Mutual, our philosophy is that best practices in your everyday operations produce the best patient care — and reducing risks is the natural by-product of those efforts. In the end, there's no guarantee against a lawsuit. But Medical Mutual's free risk management services will help you and, just as important, the support structure you rely on, minimize the risk of a claim.

**From quick consults to comprehensive programs, we're here to help.**

We encourage you to contact us for consultation on any risk-related issue. A call to the Risk Management Department will provide you or your staff with actionable guidance on handling anything from dealing with patient complaints to releasing a patient from service to addressing medication recalls. And you'll find an abundance of risk management information by visiting the Practice Tips section of our web site, [www.medicalmutual.com](http://www.medicalmutual.com).

In addition, Medical Mutual offers a comprehensive array of risk management services for physician practices, hospitals, long-term care facilities and other specialized healthcare providers.

In short, we view helping you manage risks in your practice or facility as a great way of partnering with you to promote best practices and reduce your liability exposure.



# Surveying the situation:

## Practice Surveys: Fostering best practices in your office.

While hospitals are regulated with documented standards, office practices are not. As a result, the support staff in the typical doctor's office often works within informal operational systems.

The Medical Mutual Office Practice Survey is designed to provide guidance in modifying specific aspects of a practice's office systems — such as appointment management, telephone communications, and various tracking functions — to help foster best practices, and thereby reduce exposures potentially associated with these everyday tasks. The surveys also include a review of the physical layout of the office, the patient flow from arrival to departure, an environmental assessment and a review of medical record documentation.

Physicians and practice managers often comment on the operational nuances the Medical Mutual risk managers identify. A written report that details specific recommendations for modifying systems and procedures is provided to the practice after the survey. Suggestions may be as simple as writing job descriptions to delineate responsibilities, or as complex as creating new tracking systems.

We are always happy to perform an office practice survey for any physician or group we insure. All it takes is a request.

## Hospital Surveys: As diverse as the myriad risks you face.

Risk management within hospital settings is a far-reaching, ongoing and round-the-clock issue. Accordingly, Medical Mutual partners with its hospital clients to address risk management practices both proactively and as new issues arise.

The Medical Mutual risk management team brings extensive experience to its mission of helping hospitals reduce their exposure to the risks they face. Many have previously served in risk management capacities in hospital settings. This parallel experience helps to build relationships of mutual trust and understanding that encourage regular communication and consultation.

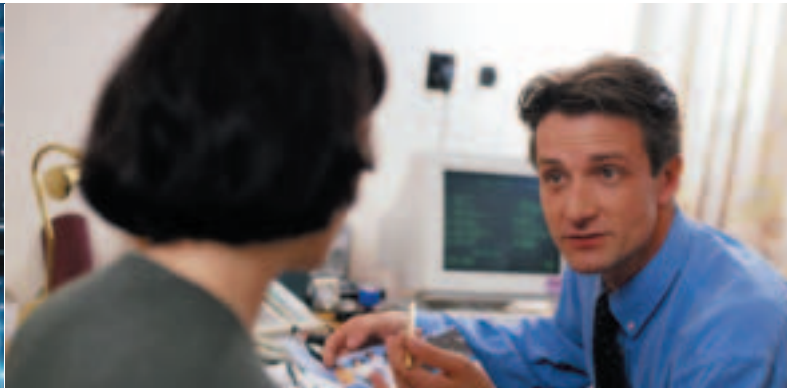
Hospital surveys, a key component of our service offerings, focus on specific department or specialty areas, such as obstetrics, surgical services or diagnostic imaging. Each addresses key areas of related risk such as staff competency, patient care practices and patient safety, to name a few. For a full listing of Medical Mutual Hospital Surveys, visit us online at [www.medicalmutual.com](http://www.medicalmutual.com).

# The value of a good check-up.



# Risk Management Education: Getting everyone on the same page.





Occasionally you may face a risk management issue that does not require an on-site survey, but is significant enough to warrant specific training. For this reason, Medical Mutual has developed a number of short in-service education seminars, which can be conducted right in your facility, so that all who attend get the necessary detail to execute best practices in the area covered.

Existing seminars include Defensible Documentation, Medication Error Prevention and Risk Management in the Office Practice Setting. For a complete listing, visit the Medical Mutual web site at [www.medicalmutual.com](http://www.medicalmutual.com).

The Medical Mutual web site also carries a comprehensive list of practice tips with specific recommendations for establishing systems and handling various situations. Plus, *The Beacon*, a quarterly newsletter published by Medical Mutual, covers topical issues and provides case studies related to claims and risk management.

**The calls are free. The services are free. But the resources are invaluable. So call us today.**

As an insured client of Medical Mutual, you have direct access to the Company's risk management team — from the field staff serving the New Hampshire, Vermont and Northern Maine service areas to the risk managers headquartered at our home office in Portland — to help you with the risk-related issues you face. Whether you need consultation on a specific issue or would like to schedule an in-service seminar, or on-site survey, call us toll-free at (800) 942-2791.

**Medical Mutual's in-service education seminars can be conducted right in your facility, so that all who attend get the necessary detail to execute best practices in the area covered.**



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**Take advantage of our free risk management services and the savings could be significant.**

A life. Your reputation. Thousands of dollars or even more in defense and settlement costs. Indeed, the savings from smart, proven, sensible risk management services can add up quickly. For questions or other information related to risk management in your practice, hospital or specialized care facility, call the Medical Mutual Risk Management Department toll-free at (800) 942-2791.

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