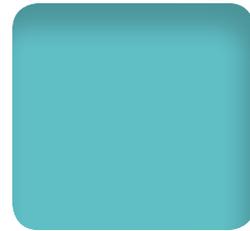


Professional Solutions

Risk Management Webinars for Dentists

*All PSIC Risk Management
Webinars are one hour in
length and complimentary.*



DEALING WITH YOUR PATIENT'S PAIN: DON'T MAKE IT A PAINFUL EXPERIENCE WITH A LICENSING BOARD

Millions suffer from acute or chronic pain every year and the effects of pain exact a tremendous cost on our country in health care costs, rehabilitation and lost worker productivity, as well as the emotional and financial burden it places on patients, their families and their physicians. You as a provider are asked to treat patients dealing with both acute and chronic pain on a daily basis. This webinar will address effective practices for addressing your patient's pain complaints without putting yourself in jeopardy with your state licensing board.

DENTISTS AND PHYSICIAN CYBER LIABILITY CASE STUDIES

Cybercrimes are increasing and Cyber risks are evolving as criminals look for new ways to profit. This webinar will help participants understand the cyber regulatory environment, sources of cyber exposures, claims trends, costs of responding to a data breach and risk management resources that will help establish data security best practices. This comprehensive presentation will help you better understand the evolving cyber regulatory landscape, claim trends occurring in the healthcare industry and cyber solutions available to you. We will also discuss risk management best practices action plans to help mitigate Cyber claims and help protect your reputation.

INFORMED CONSENT AND REFUSAL: HOW TO KNOW WHEN ENOUGH IS ENOUGH

Walk through the basic requirements and defenses raised in a failure to provide informed consent and failure to provide informed refusal lawsuit for malpractice. Explore the evidence used by plaintiffs and defendants in informed consent and informed refusal cases, including forms, documentation, patient education, process, timing and the use of audiovisual aids. Learn how participants can best protect themselves from a claim by a patient that they did not know, understand or agree to the risks or alternatives to a procedure, and, conversely, that they did not know enough to make an informed refusal to a procedure or test.

DON'T BE ANOTHER FISH IN THE DARK NET

You've read the headlines. Unfortunately, the question now is not if your information is going to be accessed or stolen, but when. Perhaps surprisingly, credit professionals are not immune to these attacks. In an effort to inform the attendees of current developments in the digital underground as well as provide realistic advice for cyber protection, Brian Hill will be discussing recent high profile cyber-crime events, including Web Site breaches impacting retailers, banks and government agencies. Brian will discuss particularly dangerous types of threats that might affect individuals such as the Dark Web, the Internet of Things, phishing, and wifi attacks.

BRIDGING CULTURAL AND COMMUNICATION GAPS

This webinar covers effective communication and cultural and linguistic competency. As you well know, effective communication matters in health and health care. It improves the likelihood that patients will understand their health conditions and treatment plans, follow health recommendations, and rate their care satisfactorily. Effective communication is an important part of providing safe, quality health care. This webinar discusses how culturally and linguistically appropriate services (CLAS) can help health professionals and health systems communicate effectively with diverse patients. It also shares some guidance and resources from the Office of Minority Health (Think Cultural Health and the National CLAS Standards) that can help you in improving communication.

AVOIDING COMMUNICATION BREAKDOWNS

It is well known that poor communication can result in medical errors, cause patient injuries and disrupt the continuity of care—all of which can lead to malpractice claims. Communication breakdowns can occur at any point on the care continuum, in any type of healthcare facility and between any of the “players” involved in a patient’s care. Studies show communication breakdowns that affect patient safety and quality of care are more likely to occur at transition points in a patient’s care. Patients and providers comment that communication problems tend to intensify when there are more providers and care settings involved in a patient’s care, and there is an increase in the complexity and variety of systems in use.

Learn more or view the webinars today:



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