

MPS



Medical
Protection



SINGAPORE

HERE

FOR YOU

YOUR MEMBER BENEFITS





WE'RE HERE TO HELP YOU

Call us **free** any time or email us



Call Us

24/7 toll-free helpline

800 616 7055



Email Us

medicolegal help & advice
querydoc@medicalprotection.org

membership queries
mpps@sma.org.sg

workshops & event bookings
mppworkshop@sma.org.sg

Hello

and welcome
to your book of
member benefits



We want to help you make the most of your Medical Protection membership, and are always looking for ways to make that easier.

We are more than just a protection organisation. We are proud to have supported healthcare professionals in Singapore for over 40 years. Today, we offer more advice, more support and more world-class defence to those in public hospitals and healthcare clusters, private groups and individual practice.

With healthcare and legal professionals at the core of our teams we can help you understand and face the ongoing challenges of modern practice. Our flexible approach allows us to offer the right level of assistance for your specific needs. Free from the detailed terms and conditions found in an insurance contract, we have the flexibility to help members even with unusual problems. As a discretionary organisation, we can say ‘YES’ where others have to say ‘no.’

This booklet outlines the many ways we can help and support you throughout your career. It includes details about the services available to you, and how to get in touch with us. Whether you are new to Medical Protection or a long-term member, we want you to start enjoying more of your benefits.

Dr Ming Keng Teoh

Head of Medical Services – Asia

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EXPERT ADVICE AND SUPPORT WHEN YOU NEED IT

For us, it's personal.

We are a team of highly trained specialists, from a wide range of healthcare and legal backgrounds. We are truly passionate about supporting doctors and ensuring their security and peace of mind. Where others may only provide indemnity for claims, we can offer assistance with so much more.

We can help when problems arise

- ✓ SMC issues and investigations
- ✓ Writing reports
- ✓ Taking consent
- ✓ Confidentiality
- ✓ Ethical and legal dilemmas
- ✓ Patient complaints
- ✓ Criminal proceedings arising from clinical care
- ✓ Protection for Good Samaritan Acts
- ✓ Coping with the stress of a case or claim
- ✓ Media attention

And help you prevent them in the first place

- ✓ Free interactive skills workshops
- ✓ Risk management masterclasses
- ✓ Online CME courses
- ✓ Leading journal Casebook
- ✓ Detailed factsheets
- ✓ Real-life medicolegal case reports
- ✓ Medicolegal conferences and seminars

And more... members enjoy **discretionary benefits**. That means we can consider assisting in situations beyond what is listed here. Contact an adviser now to see if we can help you.

ASSISTANCE WITH A CLAIM, INVESTIGATION OR DISCIPLINARY MATTER

Your career relies on your reputation. Whether it's a claim for clinical negligence, an SMC matter or a criminal investigation, our expert team is the best in their field. You're in safe hands – no-one has more experience of defending doctors in Singapore than Medical Protection.

We can build an unrivalled team of medicolegal advisers, legally qualified claims managers, local panel lawyers and independent experts around your unique case – providing thorough, specialist legal advice and representation to ensure the best outcome for you.

Our local panel lawyers

Allen&Gledhill



MyintSoe & Selvaraj

DENTONS RODYK

DONALDSON & BURKINSHAW

75%

MPS were able to
successfully defend

75% of medical claims
(and potential claims)

worldwide between
2010 and 2014

IF YOU NEED HELP WITH A LEGAL ISSUE OR MEDICAL COUNCIL MATTER



Call Us 24/7
800 616 7055



Email Us
querydoc@medicalprotection.org

GET ADVICE WHEN PROBLEMS ARISE IN YOUR PROFESSIONAL PRACTICE

Available
24/7 in an
emergency

Every day we help members deal with difficult issues arising from their clinical practice, such as medicolegal issues, ethical dilemmas, adverse incidents and patient complaints. With a large team of medicolegal specialists, whatever your question, problem or dilemma, we can help you get the answers you need.

Our medicolegal advisers are qualified doctors, many of whom also have legal qualifications. They all have extensively trained and focus solely on medicolegal matters. If you are concerned about any issue or incident that has occurred in your clinical practice, we encourage you to get in touch immediately to ask our advice.

HEAD OF MEDICAL SERVICES – ASIA



Dr Ming Keng Teoh

LLM MSc MB ChB FRCS(Ed) FRCS(Eng) ChM MFFLM

MEDICOLEGAL ADVISERS



Dr Marika Davies

MA BSc MBBS MRCS (Eng)
MFFLM



Dr Pallavi Bradshaw

MA(Cantab) MBChir GDL
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Dr Zaid Al-Najjar

BM LL.M MRCGP MFFLM
DRCOG DPD



Dr Harpreet Sarna

LLM MBBS MRCGP



Dr Bobby Nicholas

MBCh MRCGP



Dr Katherine Grant

BSc (Hons) BM (Hons) FRCA

FOR MEDICOLEGAL ADVICE



Call Us 24/7

800 616 7055



Email Us

querydoc@medicalprotection.org

FOR ONLINE ADVICE AND GUIDANCE, VISIT...

Resource Library

medicalprotection.org/singapore/casebook-resources/

- Case reports
- MPS factsheets
- Casebook





CHAT INFORMALLY WITH AN EXPERIENCED PEER

As fellow professionals we care about each and every member and understand your needs and challenges. We know that even the most experienced clinicians can face unexpected challenges at some point in their careers. When this happens, it can leave you feeling isolated and alone. It's good to know there's someone you can talk to, just around the corner, who understands and cares.

MPS Associates are members like you, with first-hand experience of many of the same issues and pressures you may be facing. They can provide quick and accessible guidance, but of course treat everything in the strictest confidence.

If you have a question or concern, visit
medicalprotection.org/singapore/associates



YOUR MPS ASSOCIATES



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IF YOU FIND YOURSELF IN THE MEDIA SPOTLIGHT

Media attention on you could put your personal and professional reputation at risk. Our Press Office can help reduce risks and respond to the media on your behalf.

We can support you and your team by:

- ✔ Providing expert advice on handling the media
- ✔ Speaking to journalists on your behalf
- ✔ Drafting an appropriate response
- ✔ Monitoring coverage and assisting with any follow-up action

If you have a **current or past case** and need advice on a media enquiry, please contact the person who is handling your case directly. Contact details can be found on your case letter.

If you do **not** have a current case, please email us on

pressoffice@medicalprotection.org



UNDERSTAND WHAT CAUSES COMPLAINTS AND CLAIMS

Risk reduction workshops
and seminars

Like you, we believe **prevention is better than cure**. With more than 120 years of experience supporting and defending medical practitioners, we have a unique insight into why things go wrong, and why claims and complaints arise. Using this knowledge, we have developed a range of courses to help you identify and address issues, reduce your risks and deliver improved patient outcomes.

You can access...

- ✓ **Free** interactive skills workshops and seminars designed by leading medicolegal experts
- ✓ Proven techniques to reduce your risk of complaints and claims
- ✓ Fully accredited CME points

TO BOOK A COURSE NEAR YOU

Go Online

medicalprotection.org/singapore/education

Call Us

6223 1264

Email Us

mpsworkshop@sma.org.sg



YOUR EDUCATIONAL FACULTY

Our workshops are run by a faculty of experienced clinicians in Singapore, offering powerful knowledge and practical skills.

Some of our presenters include:



Dr Anbumalar Ramiah

MBChB(UK) GDFM (Singapore)
Assistant Director, Health for Life Centre
Khoo Teck Puat Hospital, Singapore



Dr Ronald Paul Ng

MBBS, FRCP(E), FRCP(G), FAMS
Specialist Haematologist, Mt Elizabeth Medical
Centre and Hospital
Principal Mediator and Fellow of the Singapore
Medical Centre (SMC)



Dr Phern-Chern Tor

MBBS, DFD(CAW), MMed(Psychiatry), FAMS
Consultant to the Mood Disorders Unit and Deputy Head
of ECT Services at the Institute of Mental Health
Ethics Tutor, Centre for Biomedical Ethics at the National
University of Singapore

KEEP YOUR KNOWLEDGE UP TO DATE ONLINE

Flexible online learning

40
HOURS
CME

24/7
ACCESS

LOG IN TODAY

medicalprotection.org/singapore/prism

Please ensure you have your MPS membership number when you access **PRISM**.

As a busy clinician, we know it is a challenge to fit in training and development. Therefore, we've created an online programme of interactive modules which can be accessed at a time and place to suit you.

Our e-learning portal **PRISM** allows you to access **free** professional development modules around the clock. All completed courses will be saved in your personal profile, with certificates to print for your CME portfolio. And don't worry if you are interrupted during a module – you can simply come back later and pick up where you left off.

Our online courses help you develop knowledge and skills in the following areas:

- ✓ Medicolegal issues
- ✓ Professionalism and ethics
- ✓ Communication and interpersonal skills
- ✓ Systems and processes
- ✓ Clinical risk management

CONNECT WITH LEADING HEALTHCARE PROFESSIONALS

Medicolegal conferences and events

We are committed to promoting best practice in healthcare. This includes responding to significant and emerging issues that our members face in both public and private practice. To do this, we hold a number of conferences and medicolegal events for members.

Our events cover a variety of medicolegal issues and bring together leading experts in their field, sharing a wide range of perspectives and experiences. **Recent conferences and events have included:**

- ✓ The Risks and Pitfalls of Obstetrics Practice
- ✓ A Practical Approach to Consent seminar
- ✓ The Changing Medicolegal Landscape:
Rising to the Challenge

We also sponsor events hosted by other organisations that may be of interest to our members.

TO LEARN MORE AND REGISTER FOR THE LATEST EVENTS

Go Online

medicalprotection.org/singapore/events

Call Us

6223 1264

Email Us

mpsworkshop@sma.org.sg



MANAGE YOUR MEMBERSHIP

We work with the Singapore Medical Association to administer your membership. If you have a change to your details or a question relating to your membership, please get in touch.

Post

Margaret Chan
Singapore Medical Association
2 College Road
Level 2 Alumni Medical Centre
Singapore 169850

Call

800 616 7055
6223 1264

Email

mps@sma.org.sg

Fax

6224 7827

TO LEARN MORE

Go Online

medicalprotection.org/singapore/for-members



HAVE PEACE OF MIND TO HELP THOSE IN CRISIS



Humanitarian care plays a vital role worldwide, especially in times of crisis. We're proud to have offered members humanitarian protection for many years.

You can request protection for humanitarian work if...

- ✓ Your membership is current
- ✓ You have been in membership for a minimum of 6 months
- ✓ You are working for a recognised charity or humanitarian organisation
- ✓ You contact Medical Protection before you intend to travel
- ✓ You have met all of the destination country's professional criteria

In addition, you can request the benefit of membership relating to humanitarian work for up to 6 months in any 12-month membership period. Please note that this can be applied to shorter periods of travel, or for a single 6-month period.

TO LEARN MORE

Go Online

medicalprotection.org/singapore/humanitarian

Email Us

international@medicalprotection.org



FLEXIBLE SOLUTIONS TO MEET SINGAPORE'S NEEDS

New challenges and issues in healthcare constantly arise. As the delivery of healthcare evolves, we seek to develop innovative and flexible solutions to the changing needs of our members and the wider profession. Our focus, like yours, is on the future.

We can offer a number of comprehensive and flexible indemnity options, ranging from membership for individuals and small, medium and large group schemes, to businesses and even wider healthcare systems. Unlike an insurance company, our group offering is not limited by pages of restrictions and small print, and we aim to provide every member an individual, tailored service.

For further details on **Group Membership**

Go Online

medicalprotection.org/singapore/groups

Email Us

international@medicalprotection.org





'Medical Protection' is a trading name of The Medical Protection Society Limited ("MPS"), a company limited by guarantee registered in England with company number 36142 at 33 Cavendish Square, London, W1G 0PS.

MPS is the world's leading protection organisation for doctors, dentists and healthcare professionals. We protect and support the professional interests of more than 300,000 members around the world. Membership provides access to expert advice and support together with the right to request indemnity for any complaints or claims arising from professional practice.

Our in-house experts assist with the wide range of legal and ethical problems that arise from professional practice. This can include

clinical negligence claims, complaints, medical and dental council inquiries, legal and ethical dilemmas, disciplinary procedures, inquests and fatal accident inquiries.

Our philosophy is to support safe practice in medicine and dentistry by helping to avert problems in the first place. We do this by promoting risk management through our workshops, E-learning, clinical risk assessments, publications, conferences, lectures and presentations.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. In this guide, 'member', 'Medical Protection membership', 'Medical Protection member', 'Medical membership' and 'Medical member' refer to a medical member of MPS.

[medicalprotection.org](https://www.medicalprotection.org)

GET IN TOUCH

Scan this code to automatically upload our contacts to your smartphone or mobile device

24/7 toll-free helpline

800 616 7055

medicolegal help & advice

querydoc@medicalprotection.org



MPS



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