

Medical  
Protection



MORE THAN DEFENCE

OUR COMMITMENT TO SOUTH AFRICA

## MORE THAN DEFENCE



Medical Protection is the world's leading protection organisation for doctors and healthcare professionals



As a not-for-profit, mutual organisation, 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 complaints or claims arising from professional practice



Our philosophy is to support safe practice in medicine by helping to avert problems in the first place



## Making the right choice in a changing world

- We are more than just a protection organisation. We are proud to have protected healthcare professionals in South Africa for over 60 years, and for 125 years internationally.
- Our combined approach of offering support, advice, risk management and defence is what differentiates us from other indemnity providers.
- Through our local knowledge and international expertise, we have a deep commitment to supporting the continuous improvement of healthcare.
- The professional indemnity we can offer is part of a wider membership package, which is resource-rich with education courses, workshops and renowned publications and newsletters.
- We know the unique problems that doctors face in South Africa – we assist with them every day.
- Healthcare is constantly changing and is rarely straightforward. Our business model ensures flexibility and means we can offer help in unusual circumstances, or where developments in the delivery or regulation of healthcare gives rise to new issues.



## As a member-owned, not-for-profit organisation, members come first

- Medical Protection is committed to South Africa.
- As we are owned by our members, and work on a non-profit-making basis, we have no shareholders seeking profits and influencing our decisions.
- Supporting and protecting members is our sole focus, not only today but for as long as they need us.
- Our assets are owned by members - every rand of membership subscription is used to meet members' needs.
- We've seen other providers come and go in South Africa - our approach and longevity means we have both the knowledge and the dedication to support members far into the future.
- Our members have peace of mind that no matter how many years between an incident happening and a resulting claim being made, we are the long-term solution to protect their whole career.



## Experts in clinical negligence supporting fellow doctors, dentists and healthcare professionals

- At the core of our organisation are medicolegal and dentolegal specialists – fellow healthcare professionals with extensive training in providing advice and assistance with legal and ethical problems arising from professional practice.
- No other organisation has as much experience defending complex clinical negligence cases in South Africa as Medical Protection.

### There are three elements around our service offering:

**DEFENCE** - unrivalled experience and expertise in representing and defending healthcare professionals, with the right to request indemnity for legal costs and damages payments relating to clinical negligence claims and complaints.

**ADVICE** – access to medicolegal and dentolegal advice, provided by experienced doctors and dentists who have legal training.

**SUPPORT** – access to industry leading risk management to improve patient safety and risk management outcomes.





## Supporting the delivery of quality healthcare and patient safety

- Medical Protection plays a role in the delivery of quality and sustainable healthcare by actively working to help reduce the number of complaints and claims being made.
- We are committed to helping to prevent patient safety incidents from occurring in the first place, not just helping to resolve a claim or complaint once it has occurred.
- Our members enjoy exclusive access to education materials, risk management resources, workshops and online learning aimed at helping to avoid the common pitfalls that lead to complaints
- As well as workshops and professional development, members also have access to our events and conferences, where they can network with colleagues and earn CEU.



## Supporting state doctors in South Africa

- While state indemnity should protect doctors who are employed by the state from the financial consequences of a negligence claim, it would not extend to assistance for internal disciplinarys or HPCSA investigations. Medical Protection members have the right to request assistance in these circumstances.
- Our years of experience and expertise mean that we are well placed to remind the state of its obligation to the doctors it employs, especially in respect of claims arising from professional practice in state facilities.
- We can also help members by advising them on how best to protect themselves in their professional practice, assisting in preparing and checking reports for the State Attorney and providing assistance with media relations to help protect their reputation.
- We support state doctors through CPD-accredited education to help reduce risks and improve patient outcomes, and can also provide assistance with police investigations arising from the provision of clinical care and indemnity for Good Samaritan acts.





## Working for you

- The claims environment in South Africa is particularly challenging, but we are not complacent.
- We work to promote and defend members' interests in the regulatory and legislative environments.
- We have a unique insight into the nature of clinical negligence claims and we are actively advocating for legal reform on behalf of your country.
- We are actively seeking alternative ways to respond to today's challenging litigation environment.
- Our proposals can be found in our paper *Challenging the Cost of Clinical Negligence; the Case for Reform*.

### CHALLENGING THE COST OF CLINICAL NEGLIGENCE THE CASE FOR REFORM





Further support and information is offered on our website, in addition to our publications, booklets, factsheets and case studies.

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

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