

you are one call away from
110 years of experience

At Medical Protective we are passionate about protecting
dentists like you and lowering your risk of a claim



we are on call



Your carrier should be committed not just to defend you in court, but also keep you from ever seeing a courtroom by improving patient safety, communication and training. Each year, our Clinical Risk team answers thousands of calls from insured dentists.* Some of the top categories include: dealing with difficult or non-compliant patients, record retention issues, and how to handle and disclose an adverse event. Here are a few examples of specific situations where an experienced consultant is only a phone call away:

Situation One DEALING WITH AN ADVERSE EVENT

While doing a routine filling, the patient has a portion of a burr break off and it cannot be located. How should this be handled from a clinical standpoint?

Situation Two DENTAL RECORDS MANAGEMENT

A dentist is running out of storage space and wants to dispose of dental records for some inactive patients. Can this be done, and if so, how should it be completed?

Situation Three CHILD CUSTODY & TREATMENT

A dentist is treating an 8-year-old child of divorced parents for several caries. The mother has been compliant with the dentist's instructions, including keeping all appointments. The father of the child has called the office and states he does not want the child to receive any further dental treatment. May the dentist continue to treat the child?

Situation Four REFERRAL TO A SPECIALIST

A dentist has a patient in her 50s who has a non-vital tooth which needs endodontic treatment. Because of the complicated root structure, the general dentist wants to refer the patient to an endodontist for the procedure, but she is insisting that he perform the procedure rather than making the referral. Should the general dentist perform the procedure?

Situation Five DISGRUNTLED PATIENT

An elderly patient is dissatisfied with the appearance of a bridge constructed by the dentist, and several revisions have still not satisfied her. The dentist wants to refund her money and discharge her from the practice. How can this be accomplished?

Situation Six NONCOMPLIANCE WITH RECOMMENDATIONS

A dentist has a patient who has worsening periodontal disease as a result of the patient's poor oral hygiene and noncompliance with the dentist's recommendations. The dentist wishes to discharge this patient from the practice even though he needs continuing care. How can this be accomplished without the potential of abandoning the patient?

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*advice given over the phone by clinical risk managers does not constitute legal advice