

Hot Topics In Risk Management



Every day we hear from our insureds on the Risk Management Hotline, and we will be sharing some of those questions and answers with you.

Our Risk Management Team is here to help you minimize and mitigate Medical Professional Liability risk.



On the Frontlines of COVID-19

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If you are facing COVID-19 head on, yours is a different kind of stress. You are working day in and day out with:

- COVID-19 patients and patients needing care and treatment for other things
- Physicians, other health care professionals, and practice staff trying to protect themselves and their families from transmission
- A practice and health care team struggling to find hand sanitizer, masks, bleach, coronavirus tests, and toilet paper
- New technology, new appointment processes, and patient expectations
- An uncertain financial future

De-stressing may be difficult, which is "normal." Popular ways to de-stress, such as deep breathing, meditating, and taking walks, may not do it for you right now and that is ok. Try not to add the stress of not being able to de-stress.

There is a difference between working and living in a stressful environment and a multi-week or month crisis. Frontliners reached crisis mode days or weeks ago and your bodies are ready to fight or flee at any moment. Your adrenaline is running high. In such a state, you can respond more quickly, think more clearly, and make quick decisions. The hypervigilance to keep others safe can also help keep you safe.

If you can meditate, that's great, but if you are like most people in crisis you may be too wound up to relax. If so, return to the everyday basics instead of trying to achieve the higher states of relaxation. The everyday basics include:

- Filling up a container with enough water for the day and drink it all by the end of your day
- Having healthy foods and snacks on hand for a few bites every couple of hours whether you feel hungry or not
- Taking your vitamins
- Changing your visual or auditory scenery for a few minutes to give your brain a break

If after a day of running or working in a frontline medical practice you do not feel like talking then you do not have to, but you do need sleep. Make sleep happen even if your body needs some assistance. Take care of yourself when you are taking care of others.

If you feel fine during crisis mode then you may start to feel stress, fatigue, and a wide range of emotions after the crisis. It can be "normal" and healthy to feel fine in the middle of the battle and later feel everything that has built up. Do not try to push away the stress, fatigue, and emotions. Evaluate the physical or emotional pain you are experiencing and focus on what you need to heal and be healthy after fighting the war you just fought.

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