



# Risk Management Services: A Valuable Partner for Your Practice



### **Risk Management Hotline**

M-F 8:30 am - 5:00 pm

602.808.2137

Toll Free 800.352.0402 x 2137

Or via email at [rm\\_info@mica-insurance.com](mailto:rm_info@mica-insurance.com)

MICA knows that a strong focus on Risk Management can help your practice reduce the chance of a claim or lawsuit. That's why we offer a full suite of products and services to our members.

Each group that MICA insures is unique, with individualized risk management needs based on specialty and practice characteristics. Our experienced Risk Management Consultants can assist you in assessing your needs and provide services designed to reduce your risk of a malpractice claim or suit.

Take a look at the products we offer - resources are available 24/7 on our website: [www.mica-insurance.com](http://www.mica-insurance.com). Or call the Risk Management Hotline to schedule a consultation or an in-service training session with a Risk Management Consultant.



#### **Specific Issue Consultations**

Consultations typically include an interview with the medical director and/or practice administrator, supplementary discussion with pertinent physicians and staff, as well as a review of the system or process to be addressed. A summation conference is provided to communicate findings and recommendations.

#### **Mandatory Consultations**

Physicians who have experienced State Board actions, claims or suits may be required by the MICA Underwriting Department to undergo a focused Risk Management Consultation and to implement all Risk Management strategies advised by the Risk Management Consultant.

#### **Specialty Specific Audit Tools**

Developed to aid physicians in mitigating their risk of liability within their individual practice. Evaluate your practice as a whole, or focus only on those areas with which you have a concern.

#### **New for 2018!**

Webinar Anytime:

Access MICA's educational presentations whenever is most convenient for you and your staff.

# Risk Management Services for MICA Members:



## Publications and Products

- Risk Management in Practice Handbook available on MICA's website.
- Risk Advisor (Quarterly Newsletter) with CME credits available.
- Numerous printed resources available by email or on MICA's website cover a variety of Risk Management topics.
- Weekly "Hot Topics" in Risk Management emails.
- Lunch & Learn and Lunch & Law monthly webinars.
- Podcasts of all MICA's Risk Management webinars.
- A Few Minutes with MICA - podcasts that address commonly encountered practice issues, questions and concerns. Each podcast is less than 10 minutes and is available anytime on [www.mica-insurance.com](http://www.mica-insurance.com)
- Case Closed - Visit the Case Closed page on [www.mica-insurance.com](http://www.mica-insurance.com) to view webinars or listen to podcasts that examine an actual claim and what could have been done differently from the perspectives of the Physician and MICA's Claims and Risk Management Departments.

## Educational Offerings

- Onsite in-service presentations for staff and physicians.
- Specialty-specific presentations for societies and medical groups, for example:
  - ♦ **Where the Losses Are:**
    - The areas of loss for the individual specialty are outlined, along with Risk Management strategies for avoiding these allegations in your setting. Any sub-topic can be presented in a more in-depth manner as a program in itself and can be tailored to the needs of a particular practice.
  - ♦ **Risk Management Strategies** - available for all specialties.
- **Online CME** - Unlimited access to MI Community, a collection of up-to-date interactive tools and educational e-learning presentations and videos, including specialty-specific modules, as well as the "Diagnosis University" program. Over 900 courses available at [www.mica-insurance.com](http://www.mica-insurance.com), 24/7. MICA's Risk Advisor CME is also available on MI Community.
- **Workplace Aggression Training Program** - provides strategies for identifying and defusing potentially hostile situations in the workplace.



**MICA**<sup>®</sup>

Medical Professional Liability Insurance

2602 E. Thomas Road  
Phoenix, Arizona 85016  
PO Box 33180, Phoenix, Arizona 85067  
(602) 956-5276, (800) 352-0402  
[www.mica-insurance.com](http://www.mica-insurance.com)

