

Premium Credit

Successful completion of one of the course options as outlined in this brochure will earn Medical Protective insureds a five percent premium credit on their next three policy years. (To qualify for the three-year premium credit, the course, or combination of courses, must provide 7 or more CE credits.)

Doctors who are currently in the first year of receiving a five percent risk management premium credit from a previous program are welcome to complete a course, but a further discount will not be applied to their premium. Additionally, participating doctors need to successfully complete the course prior to their policy renewal date or the premium credit will be applied to begin with the following year's renewal. (Premium credit eligibility and amount subject to state insurance filings and policy type. Completion of a risk management course does not imply or guarantee renewal.)

If you previously completed a course, you will not receive credit for completing the same course again. If you have questions about which courses you have already completed, contact Medical Protective at 800/4MEDPRO.

CE Information

The Medical Protective Company is designated as an Approved PACE Program Provider by the Academy of General Dentistry. The formal continuing dental education programs of this program provider are accepted by AGD for Fellowship/Mastership and membership maintenance credit. Approval does not imply acceptance by a state or provincial board of dentistry. The current term of approval extends from October 19, 2003 to October 18, 2007. (The number of credits allotted for each course is included in the "option" section of this brochure.)



October 19, 2003 - October 18, 2007

Internet instructions

1. Visit www.medpro.com.
2. Click on "Become a Member" to register with our site. This is a simple registration process. (If you have previously registered, enter your User Name and Password under "Member Entrance.")
3. After you've become a member or logged into the site, you will see a screen with a box labeled "In the Risk Management Academy" in the middle of the page. Click on "Online Courses" in that box.
4. You can click on a course title to view the course objectives and additional program details. If you wish to register for a course, click on "Buy Course" in any course description box.
5. A new window will open that lists all of the course options for physicians and dentists. After you have determined which course or courses you wish to register for, click on "Register" (located at the bottom of the menu bar along the left-hand side of the page) and complete the registration information.
6. Next, click on the "Course Catalog and Enrollment" link along the left-hand edge of the page. In the gray box that lists the available courses, select the course or courses you wish to enroll in by clicking on the square to the left of the course title. (If you are selecting an option that requires completion of two courses, enroll in both courses at the same time.) A check mark will appear in the square for each course you select. Scroll back up towards the top of the page and click the "Enroll" button and follow the instructions on the screen.

You do not need to complete the on-line courses in one sitting. You can log out of a course and back in as often as necessary. To log into your current course, log into the MedPro website under "Member Entrance." Next, click on "Online courses" in the middle of the screen. On the next screen, in the upper right-hand corner of the page look for "Already Taking a Course? Sign in here." Click on "Sign in here." Enter your course User Name and Password and click the "Login" button. Next, click on the course title to access the course.



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Fort Wayne IN 46885

Visit us at www.medpro.com or call 800-4MEDPRO.

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Risk Management Home Study and On- Line Course Options for Dentists



Textbook Order Form

Please send me the following textbook(s):

- Option 1 for \$112 (*Foundations*)
- Option 2 for \$128 (*Oral Surgery*)
- Option 3 for \$126 (*Why Didn't You Tell Me & RM Rounds: Dentistry*)
- Option 4 for \$112 (*Dentistry in Depth*)

Remit payment to:

The Medical Protective Company
Attn: Risk Management Department
PO Box 15021
Fort Wayne IN 46885-5021
T: 800-4MEDPRO
F: 972-543-9243

Please submit payment by check or by completing credit card information below.

Name _____

Street _____

City _____

State _____ ZIP _____

Phone _____

Fax _____

Policy # _____

if an insured of The Medical Protective Company

- Mastercard
- Visa
- Check enclosed

Card number

Expiration date

Name on card

Signature

Option 1

Foundations of Risk Management: Dentistry (8 credits) - \$96 for on-line version/\$112 for textbook version

Course Objectives:

1. Be able to recognize key elements of dental malpractice lawsuits.
2. Be able to handle problem patient relationships.
3. Know how to control risks in the dental office.
4. Know how to communicate with patients when an error occurs.
5. Know how to respond appropriately if you receive a claim or suit.

The manual contains 94 pages including a CE component, which contains a 40-question test and an answer sheet.

Option 2

Risk Management Rounds: Oral Surgery (8 credits) - \$123 for on-line version/\$128 for textbook version

Course Objectives:

1. Explain the need for orally reviewing with new patients any written medical history questionnaires or other documents they provide.
2. Understand the importance of obtaining and reviewing the patient's prior medical records.
3. Recognize the importance of communicating with the patient's primary care physician and other care givers.
4. List the steps necessary to prevent positive test results from being filed away before they are brought to your attention.
5. Describe the duties of an oral surgeon in obtaining informed consent.
6. Understand your duty when the patient fails to follow medical advice for follow-up care or testing.

The manual contains 93 pages including a CE component, which contains a 40-question test and an answer sheet.

Option 3 *(Combination of 2 courses)*

Why Didn't You Tell Me This Could Happen? (4 credits) - \$48 for on-line version/\$56 for textbook version

Course Objectives:

1. Recognize and avoid communication lapses that often contribute to patient injury and/or dissatisfaction.
2. Implement record keeping strategies that ensure consistency and reduce the likelihood of gaps or errors.
3. Maximize record keeping as a method of providing and preserving patient education and informed decision-making.
4. Implement communication and documentation policies that form the foundation for quality improvement in the dental practice.

The manual contains 60 pages including a CE component, which contains a 40-question test and an answer sheet.

PLUS

Risk Management Rounds: Dentistry (5 credits) - \$67 for on-line version/\$70 for textbook version

Course Objectives:

1. Analyze a case scenario to determine whether it meets the criteria for malpractice.
2. Discuss four communication factors that often contribute to malpractice cases.
3. Identify areas of potential risk in the dental office.
4. Discuss the process of obtaining informed consent.
5. Identify common problems with dental treatment records.

The manual contains 60 pages including a CE component, which contains a 30-question test and an answer sheet.

Option 4

Risk Management Consult: Dentistry in Depth (8 credits) - \$96 for on-line version/\$112 for textbook version

Course Objectives:

1. Distinguish among different levels of duty to your patient and others.
2. Know how to handle risks associated with sedation and anesthesia.
3. Explain the need for orally reviewing with new patients any written medical history questionnaires or other documents they provide.
4. Understand the importance of obtaining and reviewing the patient's prior records.
5. Recognize the importance of communicating with the patient's primary care physician and other care givers.
6. Describe the duties of a dentist in obtaining informed consent.
7. Understand your duty when the patient fails to follow your advice for follow-up care or testing.
8. Know what to do if you are sued for malpractice.

The manual contains 92 pages including a CE component, which contains a 40-question test and an answer sheet.

Prices subject to change without notice.