

What should I notify?

Notify early

We encourage you to contact Tego early so that we can help you to minimise the impact of a claim or complaint on your reputation and day-to-day practice. We understand that your professional reputation is important.

Contact us if any of the following occurs –

1. Service of court documents, especially a statement of claim or summons;
2. Receipt of a complaint from AHPRA, Medical Council or Board, Health Care Complaints Commission or the like;
3. Complaints from a patient either verbal or in writing;
4. Deaths that have been reported to the Coroner and where you have been closely involved in the care of the deceased patient;
5. Request from police seeking documents or a statement;
6. Receipt of correspondence from Medicare regarding provider numbers, item usage or audits;
7. Receipt of correspondence from a private health insurer querying charges, notifying of an audit or advising of a change in provider status;
8. Receipt of a request for medical records, whether from a patient, a third party or a subpoena;
9. A solicitor contacts you requesting a report or meeting about your medical management of their client; or
10. Comments on social or print media that you consider could be defamatory.

24/7 MEDICO-LEGAL ADVISORY SUPPORT

We are here when you need support and advice.

CALL: 1300 834 683

Other notifications

Given the nature of medical practice, it can be difficult to determine which incidents to notify to us. Incidents that may develop into a complaint or claim should also be notified to Tego within the relevant policy period. It is not however necessary to notify every adverse incident.

As a guide, we suggest that you notify the following types of events –

1. Birth defects that were not anticipated;
2. Catastrophic outcomes including brain damage and paraplegia;
3. Unexpected outcomes, particularly where the patient or their family may make a complaint;
4. Loss or impairment of the senses;
5. Misdiagnosis or delayed diagnosis which has resulted in a reduced lifespan of the patient;
6. Significant disfigurement or loss of limb.

Use the notification of incident form in your policy pack to notify us via email at claims@tego.com.au. If you have any questions, call us on **1300 834 683**.

Tego Insurance Pty Ltd (ABN 34 608 505 960; AFSL 482467). The information provided here is only a summary of the coverage available and should not be relied upon in any way. Please refer to the Product Disclosure Statement for full terms and conditions and to ensure the cover meets your needs. This information is accurate as at June 2024.



TEGO
Our strength. Your security.