

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**.

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