PREPARING FOR YOUR PERSONALIZED RISK ASSESSMENT

PSIC understands that effective risk management is necessary to help physicians assess risks in their practices and reduce the chance of malpractice allegations. Through an on-site PSIC Personalized Risk Assessment (PRA), we help identify practice risks and improve measures that will protect the safety of your patients.

The following information is a guide to assist you and your office in preparing for your PRA.

Items to gather before your PRA:

- Sample forms (new patient forms, templates, etc.)
- Patient educational materials (any samples you created)
- Office Policy Manual, including policies that address:
  - Termination of care
  - No shows/missed appointments
  - Prescription refills
  - Handling an in-office emergency
  - Handling of samples distributed and/or destroyed
  - Refusal of treatment
  - Patient confidentiality
  - Social media protocols
  - Online and email communication
  - Handling patient complaints
- Practice information marketing materials
- Patient satisfaction surveys
- Pre-and post-op checklists
- Tracking systems used for labs, diagnostics and/or referrals ordered
- PA/NP practice guidelines, collaborative agreements and/or job descriptions
- Data (per provider) regarding office hours, number of patients seen per day, and /or number of procedures performed in office per week
  - The same data is required for all PAs/NPs employed

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What to expect during the PRA:

- 4-6 patient charts will be randomly selected for each full-time physician provider in your practice. Charts for PAs and NPs may be reviewed; however, they do not qualify for PSIC premium discounts.
- Patient charts most likely to be selected for review include:
  - Patients with complicated and/or multiple medical conditions
  - Non-compliant patients
  - Patients who miss multiple appointments
  - Surgical patients who presented for their first post-op appointment
  - Patients who have an abnormal test result
- The PRA documentation review will take aproximately 30 to 60 minutes, per physician provider.
- Preliminary findings will be discussed and reviewed with the physician provider(s) and/or the practice office manager, after completion of the PRA process.
- Participating physician provider(s) will receive a written report via email outlining risk management recommendations, as well as any premium discount earned. The email may also include a summary of additional recommendations and comments discussed during the exit meeting.

Ensuring PRA Success:

The PSIC Personalized Risk Assessment is most successful when a designated staff member (such as an office manager) **and** your clinical staff are available to participate in a 60 minute discussion about office protocols, as well as the review of selected patient charts.

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14001 University Avenue | Clive, Iowa 50325
1-800-788-8540
www.psicinsurance.com/physicians