

4 January 2012

Dear SASOHN Members



TIMEOUS NOTIFICATION OF ALL INCIDENTS/CIRCUMSTANCES WHICH COULD LEAD TO A CLAIM AGAINST YOU

Please notify us, in writing, as soon as you become aware of any of the following (regardless of how trivial or ridiculous the allegations made against you may be):

1. Any incident or circumstance which could lead to a claim or SANC complaint against you for negligence or unprofessional conduct;
2. Any complaint against you or your practice/locums/employees that you become aware of even if no formal complaint has been received;
3. Any complaint against you lodged with the SANC;
4. Any formal complaint, summons, letter of demand, letter from attorneys;
5. The death of any patient;
6. Any claim against your employer where allegations about your services have been made.

Many members seem to think that they only need to notify us if there is a formal claim against them or if they have received a letter or other legal process from attorneys.

This is not the case. Your policy conditions require timeous notification of all incidents/circumstances which could lead to a potential claim against you. If a claim arises out of a circumstance that you knew about months or even years ago, which you failed to notify us of, underwriters will likely reject that claim on the basis of non-timeous disclosure.

It is also vitally important that you never make any admissions or offer to write off any accounts or enter into any other kind of 'settlement negotiations' with any patient or client who has threatened to sue you or lay a complaint against you. Doing either of these things can void your cover.

Please contact me if you are ever unsure about whether you need to report something.

Kind regards

Kristy Carr