



**LET'S
TALK
RISK**



MALPRACTICE
Professional Negligence



RISK MANAGEMENT WEBINAR SERIES

Q4 2020



MANAGING CLAIMS AND COMPLAINTS (PART 1)

DATE/TIME

15 Oct 2020 (Thurs), 8pm-10pm

2 CDE points
(non-core)

SYNOPSIS

The dental profession is facing an increasing number of claims and complaints. This webinar will provide guidance and pointers on how to manage both the risks as well as the steps to take when faced with such claims or complaints.

KEY TOPICS INCLUDES

- How a complaint can gestate into a law suit
- What to do when patient lodges a complaint to SDC
- Good risk management practices

SPEAKER: MR CHRISTOPHER CHONG

Christopher Chong is a senior partner in Dentons Rodyk Litigation and Dispute Resolutions and Arbitration practices.

Christopher's main areas of practice are in professional malpractice, commercial litigation and insurance. He has defended hospitals and medical practitioners in medical negligence suits in both the High Court and the State Courts and has represented professionals in disciplinary proceedings. The Firm represents most of the major insurance companies in Singapore and Christopher is one of the lead partners supervising the personal injury insurance work within the Firm.

He has been recognized in the areas of Healthcare and Professional Negligence in Singapore by Who's Who Legal, 2020



MANAGING CLAIMS AND COMPLAINTS (PART 2)

SYNOPSIS

In the event of claim or potential claim, you should...

In this session, we provide an overview of the claims handling process within QBE Insurance.

KEY TOPICS INCLUDES

- Know what to do in the event of a claim
- What kind of support does a policyholder get
- How to deal with challenging scenarios such as aggressive or upset patients
- Good Risk management practices
- Real case scenario sharing

SPEAKER: MS SHIRLENE FERNZ

Shirlene Fernz is a Claims Litigation Manager at QBE Singapore.

She has over 17 years of experience in the legal, insurance, reinsurance and broking market. Shirlene is legally trained and her work has mainly been focused on both the contentious and non-contentious aspects of insurance with a particular focus on Medical Malpractice, Legal Malpractice, WICA, property, marine, general liability and casualty claims, financial lines, professional indemnity, trade credit, engineering and cyber claims.

Shirlene regularly handles high value and complex claims based on her experience and background of worked handled within Singapore, the Region and Globally. She is a preferred choice when it comes to handling high profile and sensitive disputes.

MALPRACTICE

Professional Negligence



RISK MANAGEMENT:

UNDERSTANDING MALPRACTICE INSURANCE

DATE/TIME

22 Oct 2020 (Thurs), 8pm-10pm

2 CDE points
(non-core)

SYNOPSIS

In an increasingly litigious environment, the need for comprehensive insurance coverage is vital for dental professionals to protect their practice. In this session, we will focus on understanding the QBE Dental malpractice insurance, how it works, and debunk any myths on this insurance

KEY TOPICS INCLUDES

- What can go wrong
- What does the policy cover
- Understanding important terms such as claims made, retroactive date, deductible, run-off
- Busting the insurance myths

SPEAKER: MR PATRIC SUM

Patric Sum has more than 15 years in the financial services industry. As an insurance intermediary, the focus is to provide insurance solutions to protect the client's businesses.

He has a keen interest in the area of corporate risk management, in particular business liability risks such as professional indemnity, Directors & Officers (D&O) and Cyber liability.

In 2017, he has successfully partnered with QBE Singapore to launch the Dental Malpractice insurance specially for the dental fraternity in Singapore.

CYBER THREATS: ARE YOU PREPARED?

DATE/TIME

5 Nov 2020 (Thurs), 12 noon-1pm

1 CDE point
(non-core)

SYNOPSIS

Cyber Security Risk is not just an IT problem, it is a business risk. In this session, we will highlight how you protect your businesses and be more cyber secured.

KEY TOPICS INCLUDES

- Emerging hazards of the healthcare industry
- Exposures you faced as a professional in the healthcare industry
- Cost of a Cyber Attack
- Managing Cyber Exposure

SPEAKER: MS PRISCILLA YONG

Priscilla Yong is the Head of Professional & General Liability Department in QBE Insurance (Singapore) Pte Ltd.

She has close to 15 years of experience handling the Professional Liability class of insurance including Professional Indemnity, Medical Malpractice, Directors' & Officers' Liability Insurance. In addition, she also specialised in underwriting Cyber and Data Security Liability insurance.

Prior to joining QBE in year 2006, she was handling corporate communications and recruitment at Oliver Wyman in Asia.

