

RISK MANAGEMENT/MEDICAL INCIDENT

POLICY

Pro Health Care has a system for managing clinical risk due to a medical incident.

On the identification of a possible medical incident, the staff member concerned either reports the incident at the Practice Meeting (if a doctor) or completes a Medical Incident Notification Form (if a manager/receptionist) which is presented at a Practice meeting. The medical staff decide upon courses of action to be taken and the person/s responsible for carrying out the agreed actions. This is noted in the meeting minutes and may be noted on the Medical Incident Notification Form. The aim of any investigation of the incident and the actions implemented are to ensure that similar system breakdowns do not occur in future. Please refer to our Event Register.

The patient involved in the incident should be informed of the system improvements put in place to avoid similar future events.

If the medical incident is serious, the practitioner concerned should seek advice from his/her medical indemnity insurer.

Any advice about patients given by the medical indemnity insurer is not to be filed in the patient's file but in the 'Medical Defence' file in the lockable cabinet.

DEFINITION

'An unintended event, no matter how seemingly trivial or commonplace, that could have harmed or did harm a patient....'

Few adverse events are the result of a negligible act, most are the result of multiple breakdowns in the system of health care delivery.'

Bhasale et al Australian General Practice Study 1998

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