What happens when you need our support

Once you notify us we will work as a team to advise or defend you throughout the process

You have received a civil claim, professional conduct complaint or coronial inquiry

→ You send the documentation → We provide advice or ask for further information. The request for assistance will be checked to see that it falls within the policy → Once assistance is approved we assign a claims manager to review all the information

If you are unsure you can contact the Medico-legal Advisory Service

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To alleviate the stress a claim can cause we will connect you with our psychology service provider

← You can speak with the team, including your claims manager and/ or solicitor, and medical adviser (if required) to discuss your claim

← The team will investigate the claim – they will arrange legal advice and expert reports (as required), to determine how to proceed. Depending on the type of claim, the next steps may vary

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Civil claim

Decision to settle or defend. You will be involved in any decision.

Claim settled and compensation paid

Prepare and defend

The team will help you during the dispute resolution process up to the hearing (if it goes that far - only 5% of civil claims reach the stage of a hearing), and support you through the mediations and instruct a barrister (if required)

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Hearing and judgment

Professional conduct claim

The team will help you prepare your written response to the health complaints entity

No adverse finding

Adverse findings and/or conditions

If appropriate the team will prepare further submissions the to health complaints entity

Review concludes in your favour

Formal disciplinary hearing

The team will help you prepare for a formal disciplinary hearing, and a barrister will be assigned (if required)

→ **Hearing and determination**

Coronial

The team will help you to draft a statement for the coroner

No inquest required

Inquest

The team will help you prepare for the inquest including your ongoing representation and if required expert reports and/or being represented by a barrister

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Inquest and findings

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