

Dental
Protection



Your guide to
member benefits

Welcome to your guide to member benefits

You are part of more than just a defence organisation. Your membership gives you access to over 125 years of experience and expertise assisting healthcare professionals, and with Dental Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Workshops, online learning and masterclasses are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our dentolegal advice line, available around the clock in an emergency, as well as numerous online booklets and publications.

This guide outlines your benefits as a member of Dental Protection. From our robust defence service to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

DEFENCE

to protect you and your professional reputation

- ✓ The right to request indemnity for claims arising from your clinical practice.
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ An expert, dedicated legal team for your case.

The right to request:

- ✓ Advice and legal representation:
 - for HPCSA procedures
 - in relation to disciplinary matters
 - at inquests
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

Find out more on page 5

SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ CPD available.
- ✓ Events around the country.
- ✓ Dentolegal talks and conferences.

See a full overview on page 10

ADVICE

whenever you need it

- ✓ Free dentolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case studies.
- ✓ Dentolegal advice booklets on common concerns.
- ✓ Leading journal *Riskwise*.

More information on page 15

Your benefits
at a glance



World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a dentist. As a member of Dental Protection you have access to some of the best dentolegal experts in the world, dedicated to protecting you and your reputation.

World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers. Whether you work in the public or private sector, or both, you can request legal assistance on a range of issues arising from your professional practice.

WHEN YOU WORK FOR THE STATE

If you are employed by the state, and treat patients in a state facility, then the state provides indemnity against claims arising from your professional practice.

However, while state indemnity should protect dentists who are employed by the state from the financial consequences of a negligence claim, it does not extend to assistance for internal disciplinary procedures or HPCSA investigations.

Your Dental Protection membership means that you can request assistance beyond what is provided by the state.

Unparalleled defence for:

- Complaints procedures.
- Disciplinary proceedings relating to your clinical practice.
- HPCSA investigations and regulatory matters.
- Inquests and inquiries.
- Police investigations arising from the provision of clinical care.
- Good Samaritan acts.
- Help with unwanted media attention.

WHEN YOU ARE IN PRIVATE PRACTICE

When you are working in private practice, you can request assistance for all the circumstances listed here, plus you have the right to request indemnity for clinical negligence claims arising from your professional practice, with no excess to pay.

GET DENTOLEGAL ADVICE



from SADA
+27 11 484 5288

from local experts out of hours
0800 225 677

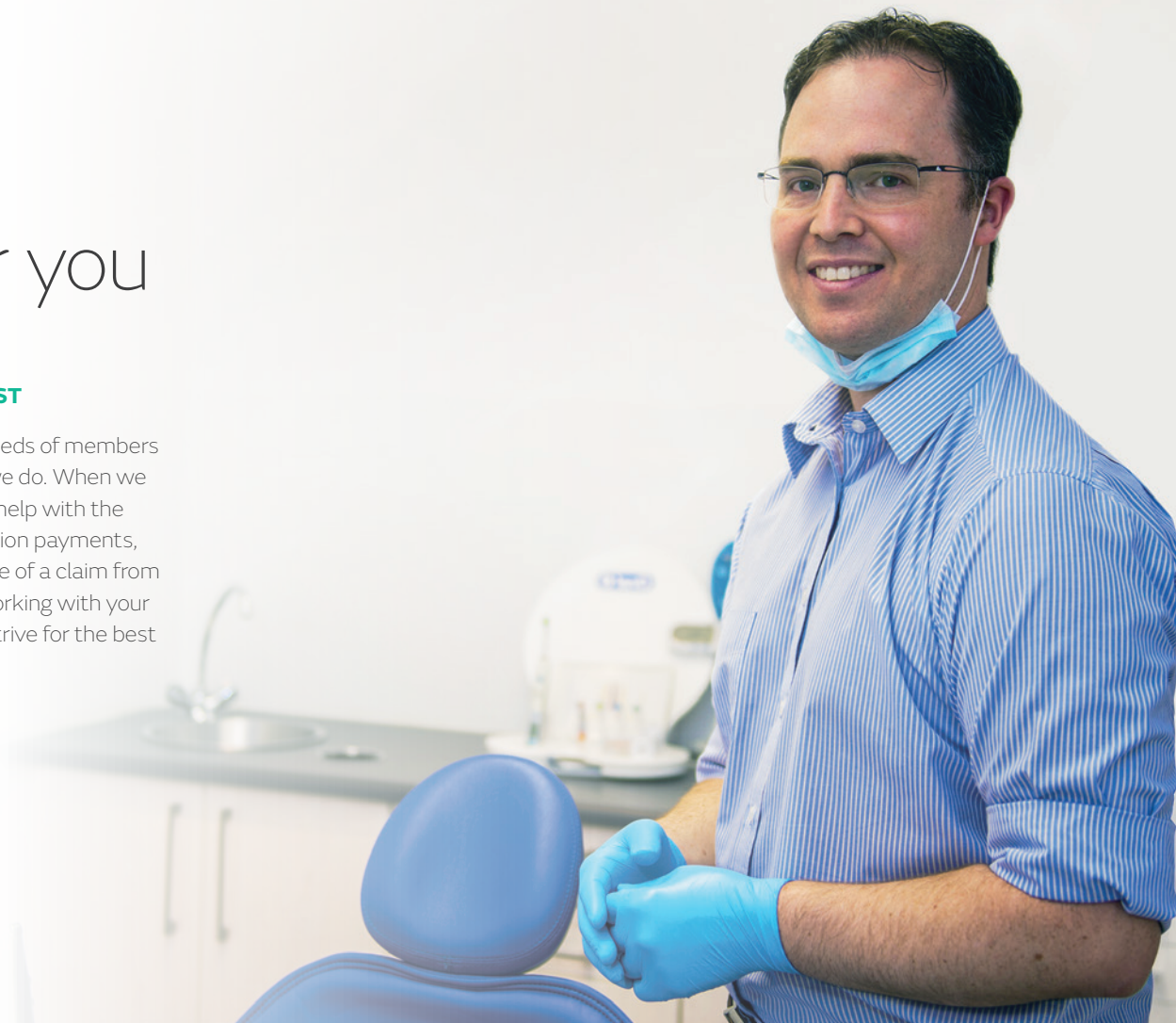
from our UK team
+44 207 399 1400

for callers in Namibia
+27 11 123 2346

Here for you

PUTTING MEMBERS FIRST

As a mutual society, the needs of members are central to everything we do. When we assist with a case, we can help with the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



The team

When your claim is supported we provide a dedicated team, including:

- ✓ a dentolegal adviser
- ✓ a claims manager with expertise in clinical negligence claims
- ✓ a professional support team to ensure that claims are managed as efficiently as possible
- ✓ a specialist lawyer for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.



Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ communicate with journalists on your behalf
- ✓ assist and advise practice staff and teams
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



CONTACT US



Please contact the team by
phone **+44 113 241 0200** or email
pressoffice@medicalprotection.org



Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



Master the tools to practise safely

WORKSHOPS

Convenient. Practical.
Peer-to-peer

Page 12

Covering a variety of topics relevant to your practice, delivered by specially trained dental professionals.

ONLINE LEARNING

Anytime. Anywhere

Page 14

Top up your skills with our online learning modules and webinars.

Visit dentalprotection.org/prism for more information.

Workshops

You have access to a host of acclaimed half-day workshops, all for free.

Designed to enhance your skills in communication and risk management, they target the areas which are most likely to expose you to complaints and claims.

You can find a full list of workshops at
dentalprotection.org



Many courses are available, including:

MASTERING YOUR RISK

An excellent first course to attend. Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

MASTERING DIFFICULT INTERACTIONS

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

MASTERING ADVERSE OUTCOMES

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

MASTERING CONSENT AND SHARED DECISION MAKING

Giving patients a more informed choice about their healthcare decisions helps reduce the chance of dissatisfaction and complaints. Find out the best ways to protect yourself from risk and strengthen the dentist-patient relationship.



EARN
CEU

FIND OUT MORE

To see a full list of our workshops, to book, or to view upcoming dates, visit dentalprotection.org

You can also contact
educationsa@telkomsa.net



Online learning

As a busy dentist, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- ☒ dentolegal issues
- ☒ communication and interpersonal skills
- ☒ systems and processes
- ☒ clinical risk management.

Our online learning platform allows you to complete modules and earn CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

FIND OUT MORE

See the full list of courses at dentalprotection.org/prism

When you first access online learning, you will need your Dental Protection membership number.





Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by dentists and dentolegal professionals and give expert, accessible advice.

Professional expertise when you need it

GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Inquests
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention



Your local dentolegal advice line

YOU CAN ALWAYS CALL ON US

Dedicated dentolegal advisers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

GET DENTOLEGAL ADVICE



from SADA
+27 11 484 5288

from local experts out of hours
0800 225 677

from our UK team
+44 207 399 1400

for callers in Namibia
+27 11 123 2346

A man with glasses and a dark sweater is sitting at a desk, looking at a laptop screen. The background is a bright, modern office with large windows.

Online resources when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online dentolegal resources are always available.



ADVICE BOOKLETS

Compiled by dentolegal experts, advice booklets provide detailed information which you can access at any time, answering many of the major questions which affect dental professionals.

CASE STUDIES

Calling on the first-hand experience of members, these anonymised case reports highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

RISKWISE

Our leading journal *Riskwise* is full of topical articles and features on dental and dentolegal developments. Drawing on our knowledge and expertise, *Riskwise* gives you relevant and compelling insights into the present and future of the dental profession.

FIND OUT MORE

Visit dentalprotection.org
to access these resources



Your membership

Your membership provides you with the right to request indemnity in a wide range of circumstances, but there can be situations when we would not normally be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). There is further information about this under 'my membership' at **dentalprotection.org**. Our website also contains information about 'Claims under US and Canadian law' and 'Vicarious liability'.

All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. You can also find a copy of the Memorandum and Articles of Association on our website.





Your questions answered

What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line:
from SADA
+27 11 484 5288

from local experts (out of hours)
0800 225 677

from our UK team
+44 207 399 1400

for callers in Namibia
+27 11 123 2346

Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Dental Protection, no matter where in the world the action is brought.

Am I protected for voluntary work overseas?

We can offer professional protection for volunteer dentists working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **+44 113 243 6436** or email
international@dentalprotection.org



Does my membership subscription renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you do not pay by Direct Debit, you will automatically receive your renewal information, and we will send you your membership certificate once we receive your payment.

To set up a Direct Debit, please contact one of our membership advisers on **011 484 5288**, or email **dplmembership@sada.co.za**

How do I access online learning?

Our online learning platform is available through our website at **dentalprotection.org/prism**

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

How do I book a workshop?

You can easily book a workshop place online at dentalprotection.org. There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book on as soon as they can.

Where do your workshops take place?

Workshops take place in cities around the country, including Cape Town, Johannesburg, Durban and Pretoria.



Contact us

MEMBERSHIP ENQUIRIES

from SADA

+27 11 484 5288

from our UK team

+44 113 241 0533

for callers in Namibia

+27 12 481 2070

Contact SADA by fax

+27 11 642 5718

member.help@dentalprotection.org

DENTOLEGAL ADVICE

from SADA

+27 11 484 5288

from local experts out of hours

0800 225 677

from our UK team

+44 207 399 1400

for callers in Namibia

+27 11 123 2346

enquiries@dentalprotection.org

WORKSHOPS

educationsa@telkomsa.net

Dental Protection Limited is registered in England (No. 2374160) and is a wholly owned subsidiary of The Medical Protection Society Limited ("MPS") which is registered in England (No. 36142). Both companies use 'Dental Protection' as a trading name and have their registered office at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

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