

Dental
Protection



Your guide to
member benefits

Welcome to your guide to member benefits

You are part of more than just a protection organisation. Your membership gives you access to over 30 years of experience and expertise assisting dental healthcare professionals in New Zealand.

We can help you develop your professional skills in communication and risk management. Workshops and online learning 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 / NZDA Scheme of Cooperation. From our robust dentolegal service to the support and advice which can help you stop complaints from escalating; this is your guide to how your membership can give you a lifetime of protection.

Your benefits at a glance

PROTECTION

to defend you and
your reputation

The right to request:

- ✓ Assistance in responding to and resolving complaints.
- ✓ Advice and legal representation:
 - for DCNZ procedures
 - in relation to disciplinary matters
 - at inquests
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ 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 and conferences.

See a full overview on page 8

ADVICE

whenever you
need it

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

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World-leading protection that goes further to defend you

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

World-class protection from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or regulatory procedure. 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.

UNPARALLELED PROTECTION FOR:

Disciplinary proceedings relating to your clinical practice

We can provide advice and representation if you face allegations arising from the provision of clinical care to patients, concerning your professional conduct, competence and performance, or in relation to health problems that are having a significant effect on your clinical performance.

Dental Council hearings

We can provide advice and legal representation for regulatory council inquiries arising from health, performance, and professional conduct. We can help you from the outset, whether it be drafting a letter in response to an Dental Council inquiry or providing world-class legal representation at a full hearing.

Complaints procedures

We can help you formulate a response to a complaint, assist and support you through to its resolution. We can work with you to look at why complaints arise and how to minimise the risks of recurrence.

Inquests and inquiries

We can help you prepare a report for the coroner and advise you on how to conduct yourself at the inquest. If necessary, we can arrange for legal representation on your behalf.

If you need assistance, contact us.

GET DENTOLEGAL ADVICE



For advice
09 579 8001 / pepe@nzda.org.nz

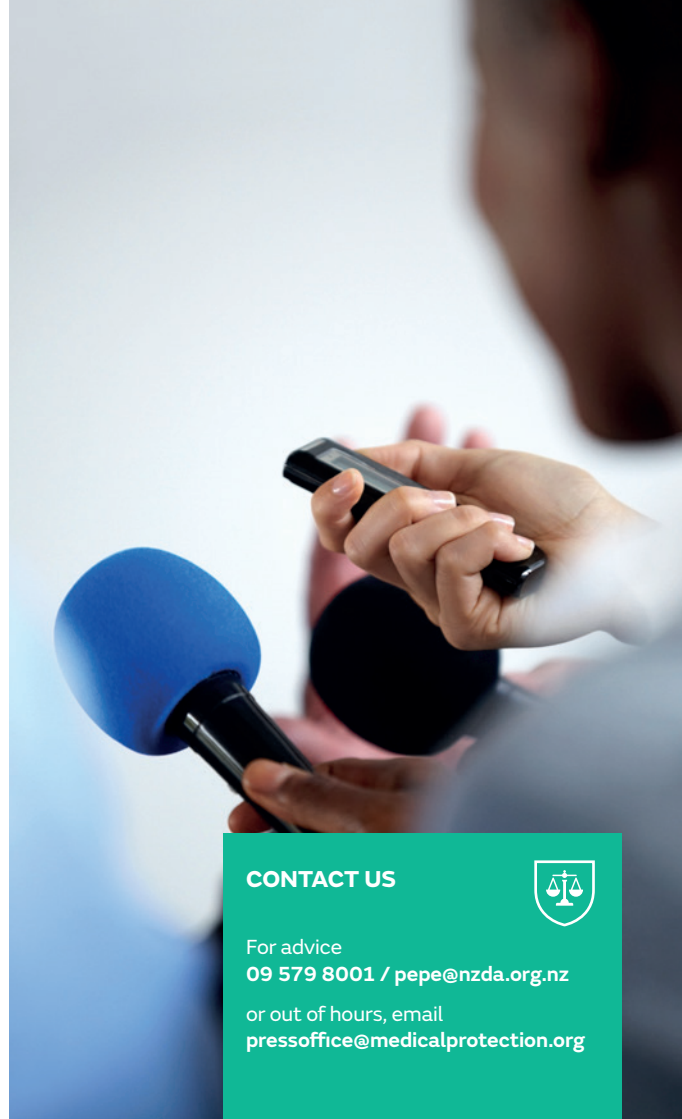
With emergency advice available daily

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 a dental adviser 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



For advice
09 579 8001 / pepe@nzda.org.nz
or out of hours, 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 30 years of experience specifically supporting New Zealand dentists, means we have a unique insight into why things go wrong, and why complaints 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 protection organisation offers such a wide range of expert, practical support. Join the 40,000 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 10

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

ONLINE LEARNING

Anytime. Anywhere

Page 12

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.

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



The following courses are available:

MASTERING YOUR RISK

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

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 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 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.

FIND OUT MORE

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

You can also contact cpd@nzda.org.nz

09 579 8001



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
- professionalism and ethics
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules. Your progress is saved automatically, and can be viewed 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, you can discuss these in confidence with our advisers. 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
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Patient safety
- ✓ Records and reports
- ✓ Prescribing
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention



Your 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 30 years worth of dental specific expertise and guidance, just a phone call away.

**GET DENTOLEGAL
ADVICE**



09 579 8001 / pepe@nzda.org.nz

Online resources here 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 studies 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 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 'For members' at dentalprotection.org. Our website also contains information about 'Claims under US and Canadian law' and 'Vicarious liability'.

All the benefits of membership of Dental Protection / NZDA Scheme of Cooperation 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:
09 579 8001
pepe@nzda.org.nz

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 **09 579 8001** or email jill@nzda.org.nz.

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. If you have lost it please contact jill@nzda.org.nz

How do I book a workshop?

You can easily book a workshop place online at **dentalprotection.org**. You can also email cpd@nzda.org.nz or call **09 579 8001**.

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.



FIND OUT MORE

If you have any further questions please call

09 579 8001

Lines are open 08.00 – 17.00
Monday to Friday.



Contact Us

MEMBERSHIP ENQUIRIES

09 579 8001
08.00 – 17.00

jill@nzda.org.nz

ADVICE

09 579 8001

pepe@dplnz.co.nz
Emergency advice available daily

WORKSHOPS

09 579 8001
08.00 – 19.00

cpd@nzda.org.nz

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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