

Dental
Protection



MORE THAN DEFENCE



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 40 years of experience and expertise assisting dental professionals in Malaysia, 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 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. 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 MDC 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 4

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 6

ADVICE

whenever you need it

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

More information on page 8

Your benefits
at a glance



World-class defence from the experts

You are part of a not-for-profit organisation whose sole focus is on supporting and protecting members throughout their careers.

Most dentists do, at some point in their career, have a complaint or claim made against them. This can be stressful, but you can be reassured in the knowledge that you have a dedicated organisation with 40 years of experience and expertise by your side.

If you need assistance, contact us.

GET DENTOLEGAL ADVICE



In the UK
+44 113 241 0200

In Malaysia through the MDA
03 7887 6760

With emergency advice
available 24/7

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
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



CONTACT US



Please contact the team by email
pressoffice@medicalprotection.org



Master the tools to practise safely

WORKSHOPS

Convenient. Practical. Peer-to-peer

Page 7

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

ONLINE LEARNING

Anytime. Anywhere

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

Visit dentalprotection.org/prism for more information.

Workshops

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

MASTERING YOUR RISK

Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

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.

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.



EARN
CPD

FIND OUT MORE

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

You can also contact apeducation@dentalprotection.org

03 2711 0219



Advice and guidance from fellow professionals

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 a century's worth of combined expertise and guidance, just a phone call away.

GET EXPERT GUIDANCE ON:

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

GET DENTOLEGAL ADVICE



In the UK
+44 207 399 1400

In Malaysia through the MDA
+852 2528 5327

With emergency advice
available 24/7

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 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.



Contact us

MEMBERSHIP ENQUIRIES

Contact us locally through the MDA

03 7887 6760

mps.mda@gmail.com

Contact us in the UK

+44 113 241 0533

DENTOLEGAL ADVICE

Call us locally through the MDA

03 7887 6760

Contact us in the UK

+44 207 399 1400

Emergency advice available 24/7

GENERAL ENQUIRIES

Call us locally through the MDA

03 7887 6760

Contact us in the UK

+44 207 399 1400

malaysia@dentalprotection.org

WORKSHOPS

03 2711 0219

apeducation@dentalprotection.org

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