



CAILOR
FLEMING
INSURANCE
"Insuring Your World"

Top 10 Ways to NOT be Sued

(In No Particular Order)

1. Make sure your patient knows what you are doing, why you are doing what you're doing and what the expected outcome should be.
2. Do not over state the outcome, then under deliver the results.
3. Documentation. Document EVERYTHING. All conversations, what the patient said, and if any family members or friends were in attendance, who they are and any comments made.
4. Make your patient an advocate of your business. If you patient feels like they are part of your "team" they will be less likely to sue in the event of a bad outcome.
5. Stick with what you know. There is no appropriate time to experiment on a patient.
6. Keep hallways free of clutter; keep them well lit. If you use carpet, make sure there are no raised seams, loose ends and so on.
7. Make sure patient rooms are well maintained and all equipment is in working order. Keep all patient area's clean and professional looking.
8. Do background checks on prospective employees prior to hiring. Not a bad idea to do drug and alcohol screenings, run MVR's (Motor Vehicle Report) to see about their driving habits before they are hired. When hired, ask them to provide a copy of their auto insurance.
9. Keep parking lots free of debris. Make sure any obstruction is clearly marked with highly visible paint. The outside of the building should be well lit at night.
10. Once a record or notation is made in a chart, do not erase or change without having someone witness what you have changed and why it was changed.



AMERICAN
ORTHOTIC & PROSTHETIC
ASSOCIATION

SERVING THE O&P FIELD FOR OVER 90 YEARS