



# THE MAGNET™



VOL. 28 NO. 3 – 2010

[www.MAGMutual.com](http://www.MAGMutual.com)

NORTH CAROLINA'S SOURCE FOR IMPORTANT PHYSICIAN INFORMATION

5400 Trinity Road, Suite 202 | Raleigh, North Carolina 27607 | 1-866-798-5281

## Risk Management & Patient Safety Dept. Tips

### Employment Practices Liability, How Do I Protect My Practice?

Most commonly, employment practices liability deals with laws and protections brought under Title VII of the Civil Rights Act of 1964, the ADA (Americans with Disabilities Act) of 1990, the Civil Rights Act of 1991, and ADEA (Age Discrimination in Employment Act) of 1967. Specific areas deal with allegations of wrongful termination, sexual harassment, discrimination, invasion of privacy, false imprisonment, breach of contract, and emotional distress. Some employment laws also differ from state to state, although federal laws apply uniformly.

Taking necessary precautions is an integral part of managing your risk as an employer. Employees are wiser today about how they are being treated and will not hesitate to address it if they feel they were being mistreated.

Creating a safe, friendly and non-biased work environment are proactive measures to minimize exposure to employee complaints. These measures include:

- Creating effective hiring and screening programs to avoid discrimination
- Posting employment practices policies
- Distributing employee handbooks
- Establishing a code of conduct or non-harassment policy
- Setting up a complaint structure which gives employees both formal and informal options to let a complaint be known and handled appropriately
- Carefully documenting to help prevent and solve disputes

For more information on MAG Mutual Healthcare Solution's *Employee Handbook Creator*, which provides a

*(Continued on page 2)*

### A.M. Best Upgrades Financial Rating Outlook

MAG Mutual Insurance Company is pleased to announce that on June 4, The A.M. Best Company reaffirmed MAG Mutual's **A- (Excellent)** financial rating and **upgraded our financial outlook to Positive**.

The upgrade from a **Stable Outlook** to a **Positive Outlook** is yet another indication of the company's financial stability and overall financial health – MAG Mutual continues to be "stronger than ever."

A.M. Best indicated that "the ratings of MAG Mutual reflect its excellent capitalization, strong operating profitability over the recent period and its leadership position in providing medical professional liability coverage to healthcare providers in Georgia. Additionally, MAG Mutual has a seasoned geographic spread of business in contiguous states in the Southeast where it derives over half of its premium volume. The ratings also consider MAG Mutual's favorable underwriting results generated by sizeable loss reserve redundancies taken during the past three years, reflective of the group's favorable reserving position."

"This rating upgrade is especially significant because it reflects the consistency of our operating results even through these difficult economic times," said **Darrell O. Grimes**, President and Chief Operating Officer. "Our policyholders understand that we put their best interests at the heart of everything we do, to ensure we're here for them today and tomorrow. We're pleased A.M. Best recognizes MAG Mutual's financial stability and strategic growth strategy."

#### Have you seen the new Annual Report?

If not, someone in your office may be reading it! We recently mailed our 2009 Annual Report to policyholder/owners. It includes an in-depth review of the Company's positive results, along with the latest news important to policyholders. A link to the report can be found on our homepage, under Policyholder News. 📄



**MAG MUTUAL®**  
Because your patients come first.

INSURANCE • FINANCIAL SERVICES  
OFFICE SOLUTIONS • PRACTICE MANAGEMENT

## In Practice. In Life.

### Consultants Improve Revenue and Efficiency

We can help you with:

- Medicare/Medicaid Regulatory Issues
- Tax Planning and Preparation
- Payroll Administration
- Revenue Cycle Assessment
- Buying or Selling a Medical Practice
- Retirement Plan Administration
- Human Resources Consulting


Call **1-800-783-2080** for a problem solver with **MAG Mutual Healthcare Solutions, Inc.** 

### Health Insurance and Employee Benefits

MAG Mutual Financial Services recently added two experienced, long-standing North Carolina health insurance/employee benefit agents, through our alliance with The Partners Benefit Group, to help our medical liability insurance policyholders get the best value for their employee benefits.

The new agents add a strong local knowledge of what is available in our state and have worked the North Carolina medical community and will listen closely to understand your personal or practice's benefit needs, including:

- Individual and Group Health Insurance
- Health Savings Accounts
- Group Life, Disability and Long Term Care
- Supplemental Benefits


Call **Carroll Curry**, at **1-888-642-3075**, for more information. 

## Buncombe Medical Society Learns About EMR Use Among Members


There are a lot of guesses out there about the extent of physicians' use of electronic medical records. The Buncombe County Medical Society recently tackled the issue by surveying its membership. Responses led to some very interesting conclusions, which Miriam Schwarz, BCMS Executive Director, explained in a special workshop on EMRs held May 6 in Asheville.

- Forty-five percent of respondents said they were currently using an EMR in their practice; another 25% said they definitely planned to purchase an EMR.
- To handle IT issues in the practice, 38.7% outsourced, and 35.5% have dedicated in-house IT staff.
- Almost a dozen benefits were named from EMR usage. Chief among them were improved prescription refill capabilities and improved access to medical record information.

The survey also gauged concerns about EMRs among physicians who had not yet bought a system for their practice. Cost was the chief barrier, followed about worries over lost productivity. When asked "what general assistance would make your EMR decision easier?" most respondents said they wanted informed suggestions about effective systems. Along the same line, 85% of the surveyed physicians said they would be willing to share their EMR experiences with colleagues.

We congratulate the Buncombe Medical Society for conducting its EMR survey in Asheville. With so much conflicting information about IT use in medicine, the provision of factual information is a real service to physicians. 

*(Employment Practices Liability, How Do I Protect My Practice?, continued from page 1)*

turnkey solution for creating customized handbooks for your practice. Go to **www.CodersCentral.com**, click under Practice Management and select the Employee Handbook Creator or call a Representative at **1-800-253-4945**. 

**AM Best Upgrades MAG Mutual to a Positive Outlook in 2010 rating; Maintains A- (Excellent)**



**MAG MUTUAL**<sup>®</sup>  
Because your patients come first.

Stronger  
than ever 

the **MAGnet**<sup>™</sup>

MAG Mutual Insurance Co.  
P.O. Box 52979  
Atlanta, GA 30355-0979

© 2010 MAG Mutual Insurance Company

PRE SORT STD  
U.S. POSTAGE  
**PAID**  
Atlanta, Ga.  
Permit No. 3329