



THE MAGNET™



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GEORGIA'S SOURCE FOR IMPORTANT PHYSICIAN INFORMATION

Risk Management Tips

Be Careful When Issuing Telephone or Verbal Drug Orders

Telephone or verbal drug orders present special problems. They can easily be misheard or misinterpreted, transcribed incorrectly, or not recorded in a patient's chart. They may also be incomplete and confusing. Ideally, telephone orders should be confirmed by drug prescribers and staff. Prescribers should issue verbal orders to staff only in emergency situations.

Physician's offices should institute a firm policy for regulating telephone orders. Include the following in the policy:

- Properly identify the caller as the individual's physician or other authorized prescriber. Some facilities may use a password/code system to authorize prescribers.
- Identify the patient.
- Ensure that the prescriber is available by phone or other means to confirm or clarify an order if questions arise.
- Record the order in the chart immediately, and later authenticate it with the authorized prescriber's signature within a stated amount of time.
- Verify the order with the recipient (pharmacy) by reading it back as it is written. The patient's record should document that the order was "repeated and confirmed."
- Spell out all drug names, however simple, and specify doses carefully.

For more information, please call Georgette Samaritan, Senior Risk Management Consultant, at 800-282-4882, ext. 5686 or 404-842-5686.●

*MAG Mutual does not presume to establish any standard of care or establish rules for the practice of medicine. The particular patient-care strategies or range of patient-care strategies mentioned in this article should be tempered by the physician's judgement.

Rate Rollback Questions

Some policyholders have asked why we haven't reduced rates since tort reform was passed in 2005.

When tort reform was passed, we made a pledge to all of our policyholders to reduce rates and return excess premium. Here are the key points of that pledge and what it means to each of you:

1. When the Georgia Supreme Court upholds the \$350,000 "cap" on non-economic damages, MAG Mutual will immediately roll back medical malpractice insurance premium rates 10 percent. MAG Mutual must wait to roll back rates, because a premature reduction coupled with an adverse Supreme Court ruling would significantly endanger our financial stability which you have come to trust.
2. Additionally, MAG Mutual will also return to our Georgia physicians, as of the date the court upholds the "cap", 100 percent of any excess between the premiums collected and the revised actuarial cost of providing the insurance from the date the legislation became law in February, 2005 to the date the "cap" is upheld.

As you are aware, tort reform has already had a positive impact on Georgia physicians. MAG Mutual has not raised rates since the law was passed.●

Financial Planning: Your Prescription for Financial Security

It takes more than income and resources to create financial success. It is a process that requires broad and current knowledge of finance, taxation and economics. Financial planning also takes a written plan and requires the time of a professional.

The alliance MAG Mutual Financial Services, Inc. formed in December 2005 with the Principal Financial Group® allowed us to expand the financial services available to help you meet

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Because your patients come first.

INSURANCE • FINANCIAL SERVICES
OFFICE SOLUTIONS • PRACTICE MANAGEMENT

In Practice. In Life.

Are You Concerned that an Unintentional Regulatory Violation Will Bankrupt Your Practice?

If so, you are not in the minority. Since the early 1990s, the Federal Government has made fighting fraud and abuse and other regulatory issues in the healthcare industry one of its top priorities. Escalating enforcement activities have physicians legitimately concerned that a single, unintentional violation of one of the many regulations can bankrupt their practice.

Among the most common regulatory issues that physicians face today are:

- Medicare/Medicaid Audits – billing fraud
- HIPAA Compliance – restricted use of patient information
- Commercial Pay or Audits - billing fraud
- EMTALA violations – non-compliance
- STARK violations – referrals to an immediate family member where you have a financial interest

Because enforcement activities have escalated, insurance products have become available which cover fines and penalties and provide for defense and audit costs. If you would like more information about insurance protection for these regulatory issues, please call Chip Goen, toll-free, at 1-866-354-6089.

your financial needs, specifically through Principal's Wealth Management Solutions program for physicians. This fee-based financial planning solution provides you with an objective analysis that includes detailed plan recommendations and an implementation timetable. It also gives you the ability to make educated, more consistent decisions regarding:

Cash flow	Estate planning
Retirement planning	Risk planning
Education savings planning	Investments
Business succession planning	Tax planning

If you need a new financial prescription, please call us at 1-800-316-0143.●

Identity Theft and Fraud – Are you covered?

Identity theft is a crime. Identity theft and identity fraud are terms used to refer to all types of crime in which someone's personal data is used by another in a fraud or deception, typically for economic gain.

Identity theft victims are not responsible for the debts incurred by their impostors, but they are stuck cleaning up the credit mess. Restoring your credit and name is a slow, painstaking process. It means countless phone calls, letters and time away from work. There is also significant expense incurred in the cleanup process.

Most insurance companies now include Identity Fraud coverage. Chubb, Traveler's and Atlantic Mutual, all offered by MAG Mutual Insurance Agency (MMIA), include this coverage for their homeowner customers. The coverage is limited in dollar amount—\$15,000 to \$25,000—depending on your policy.

If you become a victim, you must file a police report and sign the Federal Trade Commission's Identity Theft Affidavit to be accepted as a new victim account. For more information about the identity fraud coverage MMIA can offer in our homeowners' policy, please call Donna Freeman, toll-free, at 1-800-295-5120. You can't totally prevent identity theft from happening, but you can reduce your risk.●

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