



# THE MAGNET™



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FLORIDA'S SOURCE FOR IMPORTANT PHYSICIAN INFORMATION

## Risk Management & Patient Safety Dept. Tips

### Free Online Risk Training for Medical Office Staff

MAG Mutual policyholders can now take advantage of a series of free on-line risk management training programs. These modules, entitled **Education for Patient Safety – Learning Modules for Medical Office Staff**, are designed specifically for medical office staff & managers. Each module contains valuable information and ends with a quiz; which upon completion, can be scored and reviewed.

The topics of the Modules are: "Safe Handling of Sample Medications," "Documentation in the Medical Office," "HIPAA Compliance," "Maintaining an Effective Clinical Tracking System," "Telephone Communications," and "Documentation and Patient Noncompliance."

We hope that you view the Learning Modules as beneficial tool for exceptional staff training. The benefits of the modules are:

- Brief, focused and should take no more than an hour to complete.
- Self-paced, interactive, and budget-wise – since employees don't have to travel outside of the office or order special materials.
- Excellent tools as a compliment to staff orientation or review during monthly in-service education meetings, or to validate staff competencies.
- Easily accessible and do not require the distribution of physical materials.
- Available anytime.
- Content updated regularly. Whenever a user begins the online training, they will automatically have the latest version.

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### Now Available: Premium Check Payments by Phone

Policyholders can now make payments using a checking account by phone. Call MAG Mutual at **1-800-282-4882** and select option 1 to speak with a billing representative during the hours of 8:00 am – 5:00 pm. Payments posted after 2:00 PM will post the next business day.

In order to process your transaction via phone, you will also need some basic information:

- **Bank Name and Location (City and State)**
- **ABA Routing Number**
- **Checking Account Number**
- **Amount of Payment**

Once the transaction is completed, be sure to void the check in your checkbook. Additional information that you will be asked to provide will include the following:

- **Telephone #**
- **Email Address**

Upon completion of your transaction you will receive an email confirmation of your payment. Remember, check by phone is just one of the many flexible payment options available to you. ☑

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### Volunteer school physician? You're covered

Many physicians give back to their communities in many ways and one such activity is when they volunteer their time and services to high school sports teams. This may involve giving athletes physical exams—for which no pay is expected or received. If a liability claim should arise from such volunteer service, you are covered under your MAG Mutual policy, unless otherwise excluded in your policy. ☑



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Because your patients come first.

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OFFICE SOLUTIONS • PRACTICE MANAGEMENT

## In Practice. In Life.

### Long Term Care - Do you have a plan?

What happens when you or a loved one needs help with the tasks of daily life? A short term health issue can often be handled without major financial or life disruption. However, when a health issue requires a need for extended care and the help of others is needed to assist with daily living, the costs can seriously diminish financial resources and even create substantial family turmoil. A plan to deal with this risk is essential for financial security.

**MAG Mutual Financial Services, Inc.**, through our alliance with **Partners Benefit Group, LLC**, offers a new program to protect both you and your employees.

#### Our long-term care coverage:

- Pays the insured, up to \$1,000,000, tax-free.
- Tax deductible for C-Corporations.
- Use monthly check however you wish - at-home care or a move to a care facility.
- Unlike many disability plans, ours protects the insured up to and beyond age 65.
- Option to have premiums returned if never used.

To find out more about the benefits of having our Long Term Care Coverage, call **Mr. Carroll Curry** at **1-800-300-7983** or visit [www.MAGMutual.com/FSI](http://www.MAGMutual.com/FSI).

This program is offered through MMFSI's alliance with Partners Benefit Group, LLC, through MedAmerica Insurance Company, 165 Court Street, Rochester, NY 14647. Policy issuance subject to underwriting provisions. A.M. Best: rated B++; S&P rated.

*(Free Online Risk Training for Medical Office Staff, continued from page 1)*

To access any of the Education for Patient Safety modules, visit our website at

[www.magmutual.com/CME/interactive-modules/index.html](http://www.magmutual.com/CME/interactive-modules/index.html).

If you have any questions, please contact MAG Mutual's Risk Management & Patient Safety Consultants by calling **1-800-282-4882, Ext. 3**.

#### Disclaimer:

These learning modules do not constitute a legal opinion and do not establish any standards of care. Physicians who encounter problems in any of these areas should seek a qualified legal opinion from a licensed attorney.

## New Team Member: Stephen E. Avera, Sr.

A new, but familiar face in Florida has joined MAG Mutual's Sales Team. **Steve Avera**, a life-long resident of Florida, possesses more than 29 years experience in the insurance industry and has honed his skills working specifically with medical professional liability insurance for 15 years.



Steve is a graduate of the University of Central Florida and has a passion for working to find solutions for policyholders. "I've been lucky! Early in my career, working with risk management and patient safety, underwriting and even claims has helped me really understand practices. I use that experience to find custom insurance solutions for our clients. I am excited to be a part of MAG Mutual and I look forward to working with our policyholders."

Steve joins other long-standing account representatives in our Orlando office, **Staige Hoffman** and **Dennis Wilson**. You may contact any of our account representatives at **1-888-834-5942**.

**Policyholders have received dividends 11 out of the last 15 years = \$64 million+**



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