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GEORGIA'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. ☑

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.

INSURANCE • FINANCIAL SERVICES
OFFICE SOLUTIONS • PRACTICE MANAGEMENT

In Practice. In Life.

Long Term Care - Do you have a plan?

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

Some benefits of our group care coverage:

- Pays the insured in cash, up to \$1,000,000, tax-free.
- Tax deductible for C-Corporations.
- Unlike many disability plans, ours protects the insured up to and beyond age 65.

For more about the benefits of having our Long Term Care Coverage please call **Mr. Carroll Curry** at **1-800-300-7983** or visit 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.

Dr. McGinnis to Lead College of Surgeons

LaMar S. McGinnis, Jr., M.D., a general and oncologic surgeon from Decatur, will assume the presidency of the American College of Surgeons at its annual meeting in October. Dr. McGinnis is only the fourth Georgian to head the College, which is the largest organization of surgeons in the world. Moreover, he is just the sixth community-based surgeon to assume the presidency in the College's 95-year history. Dr. McGinnis practiced at DeKalb Medical Center for forty years.

We congratulate Dr. McGinnis on this notable achievement.

(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.

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

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.

Tax Credit for EMR Training

While Electronic Medical Records (EMR) are a great leap toward the future, they come with substantial capital costs in equipment, software and training. The state of Georgia passed the "Georgia Business Expansion Support Act," which in part, grants employers a "Retraining Tax Credit" for costs expended to train employees on use of new equipment, technology, or operating systems. For example, an office could utilize the tax credit for EMR or Practice Management software training.

A number of administrative processes must be considered before the credit may be claimed. An overview can be found by going to www.MAGMutual.com and look for Policyholder News or call us at **1-800-783-2080**.

Straight Talk About Insurance

We know your focus is on your practice and providing quality patient care and we also know that sometimes the language and terms we insurers use can be confusing. With so many choices beyond medical professional liability insurance, what products should you consider?

We've created a glossary of 10 terms to help you get through all the minutiae. Below is a partial listing and more can be found at www.MAGMutual.com/Insurance.

- **Employment Practices Liability** – Provides defense costs and indemnity protection for claims arising from employee allegations of discrimination, harassment and wrongful termination.
- **Business Owners Policy** – Combines your property, general liability and business income coverages into one policy.

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



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