



# CLAIMS PROCESS

# Obligation to Notify

- Claim made against you
- Any and all circumstances that may lead to a possible claim being made against you
- Any and all medical incidents that could potentially lead to a claim
- Any regulator's inquiries

# TO NEVER DO

- Admit liability
- Enter into claims correspondence
- Take any action which could prejudice or contradict the legal position or ability of the insurer to investigate the claim
- Settle or offer to settle

# CLAIM

*“A **demand** for, or an assertion of a right to, **civil compensation** or civil damages or an intimation of an intention to seek such compensation or damages.”*

# Circumstance

- An intimation by a third party, whether expressed or implied, of an intention to claim against you
- Criticism of your performance where it may give rise to a financial loss

# How to Notify

- <https://www.thedoctorshield.com/claims/>
- Online form submission received in real-time
- A panel lawyer is activated immediately to advise you on the next course of action

# Panel Of Lawyers

- Wide panel of medico-legal expert lawyers across the country
- A most suited lawyer will be engaged based on the notification
- If you have a preferred lawyer, who is not already on our panel, we will arrange for him or her to be approved quickly to represent your interests

# Medical Experts

- A consultation will be arranged with medical experts should it be necessary
- Expert opinion has proven to be helpful in understanding the case better

# Quickest Dispute Resolution

- Professional mediation is our preferred choice and this effort is fully supported
- Should mediation be unsuccessful, our expert lawyers will be able to move the case into litigation confidently

# Our Claims Philosophy

- Medical malpractice is likely to have caused pain and loss to patients that cannot be always exacted with financial compensation
- At the same time, it is our belief that no doctor would intentionally cause pain to any of his/her patients.