

Oct. 20, 2014

## Report: Hijacked Medical Records Worth More than Stolen Credit Cards

Medical records aren't credit cards – if stolen, one phone call doesn't cancel or erase the information they may contain. And according to a recent newswire report, hijacked medical records can even be used to make fake IDs, which are then used to buy drugs and/or medical equipment resold on the black market.

So if it's time for a security check on your practice's data, keep in mind **cyber liability protection** is a free feature of your policy (subject to a deductible) and that you have access to plethora of security-related education and resources right at [www.ismie.com](http://www.ismie.com).



## Read this Before You Tweet, Like or Post ...

Office small talk with patients can lead to the discovery of shared interests, similar hobbies and mutual friends. No big deal – doctors and patients can be friends.

But can they be *Facebook* friends, *Twitter* pals or *LinkedIn* connections?

Find out with the **Social Media Guidelines for Physicians**, a resource developed by the Illinois State Medical Society. The guide includes five policies and sample workplace scenarios to help guide you on this critical – and complex – topic.

You'll learn what to include in your practice's social media and electronic communications policy, get suggestions on how to run a practice-sponsored social media account, and get tips on user agreements and informed consent rules.

Read the guide today at [www.ismiemutual.com/social-media-guidance](http://www.ismiemutual.com/social-media-guidance).

## When Can You Fire a Patient? Find Out with Latest Lesson from the Field

One of the most frequent risk-related questions we receive is when, if, or how a physician can dismiss a troublesome patient from his or her practice.

Check out the latest "Lesson from the Field," *Can I Fire This Patient?*, a case study on problematic patients and what you need to know before formally dismissing them from care.

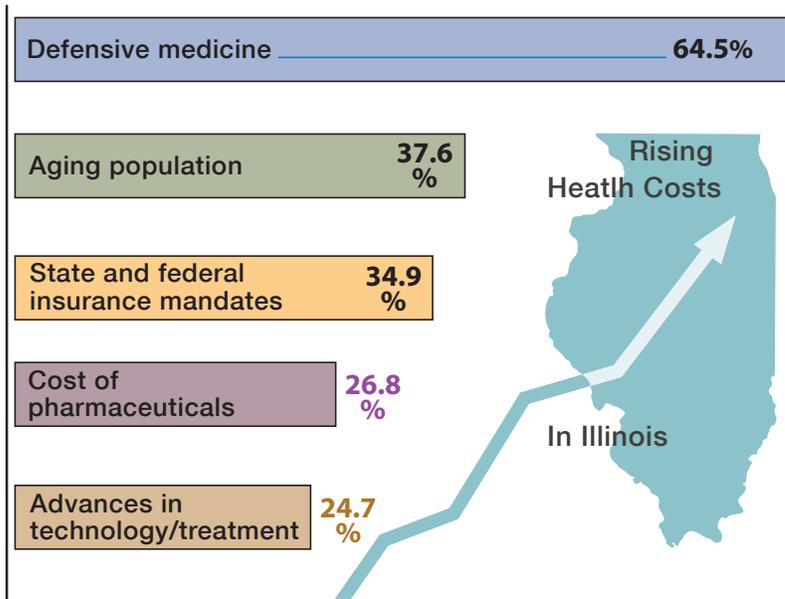
To take the "Lesson," go to [www.ismiemutual.com/lessonsfield/lesson9/main](http://www.ismiemutual.com/lessonsfield/lesson9/main) and discover specific techniques on patient dismissal, ways to work with patients to remedy the issue, and advice on dismissing drug-seeking, verbally abusive and/or delinquent patients.

Questions? Please contact ISMIE's Risk Management Division at 800-782-4767 ext. 3300 or email [riskmanagement@ismie.com](mailto:riskmanagement@ismie.com).



14-2166-R © 2014 ISMIE Mutual Insurance Company

## Survey: Illinois Docs Say Defensive Medicine Top Contributor to Rising Health Costs



\* Source: The Physicians Foundation. Physician responses included more than one factor.

### Encourage Self Exams, Early Detection During Breast Cancer Awareness Month

Each year, more than 40,000 women in the U.S. die from breast cancer according to the National Breast Cancer Foundation. So amid the prevalence of pink this month, remind patients to look for the early warning signs of the disease through self-exams, screenings and mammograms.



Visit the National Breast Cancer Awareness Month website at [www.nbcam.org](http://www.nbcam.org) for more info and resources.

### Protect a Growing Practice with Higher Policy Limits

In many cases, a medical practice is at greater risk because of its more expensive assets, such as property, medical or laboratory equipment, and computers.

So if you've achieved your goal to significantly grow your practice, know that ISMIE can secure higher policy limits for partnerships, medical corporations and clinics/groups as necessary.

Our underwriting flexibility allows ISMIE to create a policy that is designed to meet the specific needs of each policyholder. Send questions to [underwriting@ismie.com](mailto:underwriting@ismie.com) or call 800-782-4767 ext. 3350. If you utilize an insurance broker, you may also wish to contact him or her.

Learn more about this custom coverage at [www.ismie.com](http://www.ismie.com).

### Be on the Lookout for Your Policy Renewal Paperwork

If your policy is set to renew soon, watch your "snail mail" for a large white envelope from ISMIE Mutual. The packet should arrive to you 30 to 60 days prior to your renewal date and will contain policy documents detailing your coverage specifics.

Also, you can view your policy information, billing summary, and even make payments 24/7 on [www.ismie.com](http://www.ismie.com).