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## Make Effective Patient Communication a Practice-Wide Priority

Patients *expect* you to be helpful, efficient and responsive, but they *need* you to be caring, compassionate and empathetic. And to effectively mitigate risk, such sentiments should extend beyond just the doctor-patient relationship and permeate your entire practice philosophy.



Attend the live seminar, [The Patient Experience: What Is It Like to Be the Patient?](#), and learn how *all* practice team members, from physicians to their various staffs, can create solid relationships with patients, minimize problems and enhance the patient experience.

Plan ahead for one of the following dates:

- **September 29** - Hoffman Estates
- **October 6** - Mount Vernon area
- **November 17** - Alsip

ISMIE policyholders and their employed staff are welcome to attend. CME offered; breakfast and lunch will be provided. [Sign up today.](#)

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

**Review Rules of the Road for Medical Records Access**

The information superhighway with its prevalence of laptops, smartphones and tablets means patients can be more involved than ever with their personal medical records. But it's imperative that physicians know who may be authorized to view those patient records, and under what circumstances.

For a quick refresher, consult [A Physician's Guide to Medical Record Access and Retention](#), an online resource developed by the Illinois State Medical Society to help physicians comply with laws pertaining to medical record access and retention.

Besides learning who specifically can request access to records, the guide provides a model "authorized relative certification form," important notes on the retention of patient records and much more.

Please note: The content of the publications is educational and informational; it is not intended to serve as legal advice. Questions? Please call 800-782-4767 or [send an email](#).



## If Faced with a Lawsuit, You Can Never Have Too Much Support

Sadly, lawsuits happen. If you're confronted with one, ISMIE stands with you every step of the way.

And our help extends beyond just legal matters: As a supplement to our overall litigation support program, physicians dealing with a lawsuit are encouraged to access the [Physician Litigation Stress Resource Center](#).

This site is not meant to replace one-on-one professional counseling, but provides additional information about what to expect, how to cope and when to seek help.

Should a claim come your way, report it immediately by contacting ISMIE's Claims Division at 800-782-4767 or by sending an email to [claimreports@ismie.com](mailto:claimreports@ismie.com).

## Go Paperless With Your Policy Documents Today

Want to avoid "snail mail" and view important policy documents right at home or the office?

Here's how.

- Log into [MyISMIE](#)
- Click on Policyholder Information
- Click on Document Preferences

From there, individual policyholders may switch their preferred method of receiving ISMIE policy documents to a paperless option. Note that clinic insured physicians must have the practice administrator or person who has access to the clinic's username and password make this change on behalf of the entire clinic policy.

Questions? Contact the Underwriting Division [via email](#) or at 800-782-4767 ext. 3350. If you utilize an insurance broker, you may also wish to contact him or her.

## Is your policy renewing soon?

If so, a large white envelope from ISMIE will arrive **30 to 60 days prior**

to your **renewal date**, containing documents that detail your coverage.

### Questions?

@ [underwriting@ismie.com](mailto:underwriting@ismie.com)

 800-782-4767 ext. 3350

Make payments anytime

[www.ISMIE.com](http://www.ISMIE.com)

If you utilize an insurance broker you may also wish to contact him

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Let us know how we can make *ISMIE News* more useful to you. Please send your comments to [e-news@ismie.com](mailto:e-news@ismie.com).