

PM Update



Bringing relevant issues to practice managers

Fall 2011

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Did Your Physicians Remember This Important Deadline?

The *Patients' Right to Know Act* required posting physician profiles on the Illinois Department of Financial and Professional Regulation (IDFPR) website. All Illinois physicians were required to review and update their profiles by Oct. 15. *Did your physician policyholders meet this deadline?* If not, they must act now to avoid fines and

1. Risk Management Deadlines Are Quickly Approaching!

The end-of-year deadlines for our risk management activities are getting closer! *Have your physicians finished their activities and exams yet?*

Here are the deadline dates so you can remind your physicians!

Dec. 1, 2011 – When the core courses for the ISMIE Fellowship Program and the ISMIE Fellowship CR Program must be completed. Policyholders then have until Dec. 31 to complete the online final exam.

For the ISMIE Fellowship Program, core courses include both the four online courses and two live seminars.

For the ISMIE Fellowship CR Program, core courses include two Fellowship CR electives.

Dec. 31, 2011 – If your physicians are planning to complete some of our online courses, they have until Dec. 31 to earn up to a 10% premium discount.

To complete all online coursework and exams, policyholders must be registered users on our [website](#). If your physicians don't have their usernames and passwords, they can contact us at onlinehelp@ismie.com or 888-476-7776, or fax [this form](#) to 312-782-2023.

If you or your physicians have any questions about these deadlines, please contact Risk Management at riskmanagement@ismie.com or 800-782-4767, ext. 3300.

disciplinary action against their medical licenses!

IDFPR is sending letters to all physicians who have not completed their profiles. To review and update their profile, physicians should visit [IDFPR's website](#). To access their profile, they may use the personal identification number included in the letter, their date of birth or their social security number.

2. The Right Medicine for Your Prescription Refill Process

Days in a medical practice can be hectic, filled with last-minute appointment requests and all kinds of emergencies. Having an established process to deal with prescription refill requests can save you time and ease some of the stress from the many demands on you and your staff. *Does your practice have a system in place?*

An established process both streamlines your day and can help your practice avoid medication errors, which keeps your patients safe.

This is a good time to double-check and verify that all of the following items are incorporated in your practice's process:

- The patient's medical record should be pulled every time a prescription refill request is received, before the medication is refilled
- Refills must be authorized by the physician or a midlevel provider (such as a PA or APN) who has prescriptive authority
- All refills should be documented in the patient's chart

If the physician has developed standing orders that allow for certain prescriptions to be refilled without a specific written authorization, you should ensure that these standing orders include:

- The list of medications that may be refilled
- No refills of controlled substances without direct approval of physician or midlevel provider with prescriptive authority
- The types and quantities of medications that can be refilled
- The number of refills allowed
- Time limits on the number of refills before the patient is required to see the clinician

If you have any questions about how to set up a process to respond to prescription refill requests, please contact Risk Management at riskmanagement@ismie.com or 800-782-4767, ext. 3300.

3. Making Any Changes for 2012? Let Us Know!

Is your practice adding a new partner, moving to a new location, or adding new procedures in 2012? If so, please let us know! As we approach the end of the year and look toward to 2012, we are counting on you to keep us updated on any practice changes! Changes may impact their ISMIE Mutual insurance policy and their exposure to liability risk.

Please keep us updated on anything you think is important, for example:

- Changes to an office practice location or contact information (address, phone, fax, e-mail)
- Changes to their practice time or patient volume (full-time, part-time, retired)
- Changes to their hospital or nursing home affiliations
- Changes in practice relationships (partners, shareholders, employees or allied health personnel)
- A new medical practice activity being added to the practice (such as a medical director or advisor position of a medical spa or day spa)
- Procedures being discontinued or added to the practice (especially cosmetic procedures such as Botox, Collagen and Restylane injections, and cosmetic laser procedures, liposuction, Lipodissolve or Mesotherapy)
- A request to change their policy limits of liability

Keep us in the loop in 2012! To report any of these practice changes, have your physician complete and sign a [Change Request Form](#) and fax it to 312-782-2023. For more information, contact the Underwriting Division at underwriting@ismie.com or call 800-782-4767.

4. When the Risk Rewards Premium Discount Applies

Your physicians may wonder when the Risk Rewards premium discounts they earn in 2011 will be applied to their policy. Any Risk Rewards premium discounts earned this year from completing activities in the Managing Risk Partnership Program will be applied to their next annual policy renewal on or after July 1, 2012.

Here is a helpful chart that explains exactly when the Risk Rewards premium discount will apply, based on their policy renewal date:

Year You Completed a Risk Rewards Activity	Your Policy Renewal Month	Your Premium Discount Effective Date
2011 	July	July 2012
	August	August 2012
	September	September 2012
	October	October 2012
	November	November 2012
	December	December 2012
	January	January 2013
	February	February 2013
	March	March 2013
	April	April 2013
	May	May 2013
	June	June 2013

5. Interested in Hearing More from ISMIE?

*Would you like to hear more risk management techniques, helpful information about ISMIE's coverage, and useful tips for our website? If so, let us know and we'll send you your own copy of our print newsletter, *Mutual Interests*!*

Please send your name, mailing address, and your physician policyholder's name to mutualinterests@ismie.com, and we'll make sure you receive our next issue!