

Reporting a Professional Liability Claim Insurance and Risk Management in Practice

If you are served with a statement of claim from a lawyer threatening legal action on behalf of an injured patient it's not a stretch to assume that most respiratory therapists would pick up the phone and report the claim to their professional liability insurance provider.

But imagine for a moment that it's not a legal letter demanding compensation. Instead it's a letter from your regulatory College notifying you that a complaint has been made about your professional services.

In this circumstance, do you respond to the College and try to resolve the situation on your own or do you report the claim to your insurer?

Without question, you should report the claim to your insurer. It is always in your interest to do so no matter how small the issue might seem. In fact, your CSRT insurance policy requires that you report any actual – or even potential – claim as soon as possible.

When reporting a claim, you will speak in confidence with a claims specialist, who will examine your policy, identify your coverage and assist you with next steps, including coordinating your legal defence. This includes appointing specialized legal representation to assist you in responding to a College complaint, from support in drafting your first letter of response through to defence at a Disciplinary or Fitness to Practice Hearing if required.

Reporting a claim will not limit your ability to secure coverage in the future and it's not like car insurance - your rate won't go up just because a claim has been made.

Don't jeopardize your access to insurance coverage and legal defence services. Communicating with your broker and claims representative will give you the peace of mind that comes with knowing insurance experts are working with you to achieve the best possible outcome for all involved.

**To report a Professional Liability claim, please
contact your claims adjuster, Crawford & Company**

1-877-805-9168 (24/7) or
email BMSclaims@crawco.ca

**If you have any questions about your insurance
coverage, please contact BMS**

1-855-318-6558 or email
csrt.insurance@bmsgroup.com