

Do's and Don'ts *When You Face A Claim...*

Do

- Collect all of the pertinent patient records concerning the claimant, and maintain them in a separate and secure location.
- Keep correspondence and any other communications from your lawyer or your insurance company in a file separate from the patient chart.
- Your lawyer has been assigned to represent you, so be sure to ask questions in the event you are unclear about any of the proceedings.
- Assist your attorney in your defense. You are the best source of information and expertise, and your assistance is a vital element of an effective and successful defense.

Don't

- Do not discuss the case with anyone other than your appointed defense counsel.
- Do not change, discard or otherwise alter the patient records.
- Do not send (mail, e-mail, fax) patient records regarding a claim to anyone other than your attorney or your Company claims specialist without first clearing it with your attorney or the Company.
- Do not rely solely on your attorney to defend you in your case. Your active participation is key to an effective and successful defense.