

The University of Texas Health Science Center at Houston

Office of Legal Affairs and Institutional Compliance

Healthcare Risk Management

7000 Fannin Street, Suite 1460; Houston, Texas 77030
P. O. Box 20036, Suite 1460; Houston, Texas 77225

Telephone: 713-500-3280
Facsimile: 713-500-3275

Professional Liability Insurance

As faculty, residents, and fellows you are afforded professional liability insurance (PLI) through a couple of sources during your training/employment at UT. Residents and fellows, should you stay on with UT after your training, the PLI will continue with UT. The types of coverage are as follows:

The University of Texas Medical Liability Benefit Plan—Self-insurance that covers all medical and dental faculty at all locations and medical residents during all rotations outside the walls of Memorial Hermann Hospital. Dental residents are provided this coverage at all locations.

Limits of Liability Provided Faculty:

- \$ 500,000 per claim
- \$1,000,000 annual aggregate

Limits of Liability Provided Residents/Fellows:

- \$100,000 per claim
- \$300,000 annual aggregate

***First Specialty Insurance Corporation—Medical Residents/Fellows** — This policy is provided by Memorial Hermann for any claims / lawsuits that result from patient care provided during your rotation at Memorial Hermann Hospital ONLY.

Limits:

- \$100,000 per claim
- \$300,000 annual aggregate

State Indemnification — Because you receive a stipend from UT, you may also be afforded state indemnification, as determined by the Attorney General's Office.

Amount:

- \$100,000

Will I ever need a Risk Manager?

YES. Unanticipated outcomes occur with patient care which can result in claims and/or lawsuits. Any healthcare provider can be named in the resulting claim and/or lawsuit.

What will the Risk Manager Do to Help?

The Healthcare Risk Manager manages, investigates and supports all medical and dental faculty and students who may receive claims and lawsuits during their employment and training. The Healthcare Risk Manager is also here to assist with any questions regarding subpoenas received—either to produce medical records or appear to testify (such as criminal matters, due to high volume of trauma cases that come into the ER) and telephone calls from attorneys.

Other Important Tasks of the Risk Manager







- ✓ Management and investigation of all reported patient incidents and complaints.
- ✓ Provide patient safety / risk management education lectures regarding issues that concern you.

TIPS



When Should You Call the UT Healthcare Risk Manager?



-  If you have a concern or problem with a patient.
-  If you receive a letter or call from an attorney.
-  If you are served with papers that may be a subpoena for medical records.
-  If you are served with lawsuit papers from a patient's attorney.
-  If you receive a criminal case subpoena.
-  If you have any general questions regarding credentialing or state licensure. Please note, however, that specific matters may be referred to other designated personnel.

**The University of Texas
Health Science Center at Houston**

Healthcare Risk Manager

Catherine R. Thompson, BSN, MPH
Healthcare Risk Manager
7000 Fannin, Suite 1460
Houston, Texas 77030
713-500-3280 [office]
713-500-3275 [fax]
713-687-0335 [pager, 24 hours]

E-Mail:

Catherine.R.Thompson@uth.tmc.edu

Other Helpful Hints . . .



Document well.



Communicate well with your patients and others on the healthcare team.



DO NOT TALK TO STRANGERS!!!



Always Remember . . .

You should never handle any legal matter on your own, that is why the Office of Legal Affairs and Institutional Compliance is here to help you.



If you have a pending / unresolved claim or lawsuit
and you are leaving U.T.,
please contact the

Healthcare Risk Management Office

at

713-500-3280

to leave a contact number and address where you can be reached.

Thank you.



**CHANGE IN THE CREDENTIALING PROCESS
AT UT HEALTH SCIENCE CENTER AT HOUSTON**

Effective January 1, 2008



THE UNIVERSITY of TEXAS
HEALTH SCIENCE CENTER AT HOUSTON

Catherine R. Thompson
Healthcare Risk Manager
713-500-3280

OFFICE of LEGAL AFFAIRS &
INSTITUTIONAL COMPLIANCE

7000 Fannin, Suite 1460
Houston, Texas 77030

713-500-3268
713-500-3275 FAX

Professional Liability Committee

January 3, 2008

The University of Texas at Houston Medical School, Clinical Departments
The University of Texas at Houston Dental Branch
The University of Texas at Houston Graduate Medical Education

Re: **Change in Credentialing Process for The University of Texas Medical School and Dental Branch Houston--Faculty, Fellows, Residents, Medical and Dental Students**

As you know, this office has provided information and letters for credentialing and licensing matters. This process has changed. **Effective January 1, 2008**, credentialing matters relating to insurance (e.g., professional liability—"PLI"), enrollment dates for insurance, and claims history will be handled by The University of Texas System, Office of General Counsel in Austin, Texas. **Please direct all inquiries and requests for coverage verification and claims history for the faculty, fellows, residents and students at The University of Texas Medical School at Houston and the Dental Branch, to Mr. Robert Buckingham.** His contact information is as follows:

Robert Buckingham
The University of Texas System
Office of General Counsel
201 West 7th Street
Austin, Texas 78701-2981
512-499-4477 (direct)
512-499-4523 (FAX)
512-499-4462 (ofc main #)
rbuckingham@utsystem.edu

PLEASE NOTE: *In order to obtain a written claims history for a U.T. physician / dentist, UT System requires that the request be made in writing and signed by the "requesting doctor."*

UT System will accept a letter signed by the physician / dentist that notes, "I authorize UT System to release my medical liability claims history." Please keep this letter filed in your office for future use.

This office will, however, continue to process state indemnification matters for non-M.D.'s, Allied Health personnel (i.e., physician assistants, nurse practitioners, CRNAs, nurse midwives research personnel, social workers, sonographers, pre-doctoral psychology residents and any other U.T. personnel who have contact with patients and are not M.D.'s, D.O.'s, DDS's, etc.). Please continue to *fax* these written requests to me at 713-500-3275 or you may send an E-mail.

Should you have questions or need additional information, please call me at 713-500-3280.

Sincerely,

Catherine R. Thompson, BSN, MPH
Healthcare Risk Manager

/crt

**CHANGE IN THE CREDENTIALING PROCESS AT UT HEALTH
SCIENCE CENTER AT HOUSTON, cont'd**

ALL RESIDENTS / FELLOWS

***First Specialty Insurance Corporation—Medical Residents/Fellows** — This policy is provided by Memorial Hermann for any claims/lawsuits that result from patient care provided during your rotation at Memorial Hermann Hospital ONLY.

Limits:

\$100,000 per claim

\$300,000 annual aggregate

To request proof of your Memorial Hermann Hospital resident / fellow physician policy coverage and/or a claims history of any Memorial Hermann Hospital claims / lawsuits you were named in, please contact:

Barbara J. Durham
Corporate Risk Management
Western Litigation Specialists, Inc.
9401 Southwest Freeway, Suite 239
Houston Texas 77074
713-448-5903 (*direct*)



Answers to the most frequently asked questions regarding your
UT Self-Insurance Plan Professional Liability Insurance . . .

Responses for Physicians, Dentists, Faculty, Residents / Fellows / Interns, Medical / Dental Students:

The Name of the Carrier?

The University of Texas System Medical Liability Benefit Plan

Address?

Melodie Krane
The University of Texas System
Office of General Counsel
201 West 7th Street
Austin, Texas 78701-2981

Policy Number?

N/A, UT is self-insured

Answers to the most frequently asked questions regarding your
UT Self-Insurance Plan Professional Liability Insurance . . . , *cont'd*

Responses for Physicians, Dentists, Faculty, Residents / Fellows / Interns, Medical / Dental Students, cont'd

Telephone Number?

512-499-4462

Limits of Liability?

Limits of Liability—“per claim” and the “annual aggregate”--vary, depending on whether you are faculty, resident/fellow/intern, or student. For verification of your limits of liability, please contact Mr. Robert Buckingham at UT System in Austin at 512-499-4477 or E-mail him at rbuckingham@utsystem.edu.

‘TYPE OF COVERAGE’ QUESTIONS:

- **Type of coverage (Claims Made / Occurrence / Extended Reporting Policy or Tail)?**
Occurrence
- **Type of coverage —Individual or Shared?**
Individual

Dates of Coverage?

Coverage for individual participants **begins** on the date of employment OR registration in medical school, OR on the date of licensure **whichever occurs latest**.

Coverage **ceases** for events occurring **after** the date of employment or registration with The University of Texas System institution is terminated.

To confirm your dates of coverage, please contact Mr. Robert Buckingham at UT System in Austin at 512-499-4477 or E-mail him at rbuckingham@utsystem.edu.