



Your guide to  
member benefits

# Welcome to your guide to member benefits



## Y

ou are part of more than just a defence organisation. Your membership gives you access to over 50 years of experience and expertise assisting healthcare professionals in the Caribbean and Bermuda, and with Dental Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Our comprehensive online learning modules are free for you to access as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our dentolegal advice line, available around the clock, as well as online booklets and publications.

This guide outlines your benefits as a member of Dental Protection. From our robust defence service to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

## DEFENCE

to protect you when you're facing a claim

- The right to request indemnity for claims arising from your private practice.
- Protection for Good Samaritan acts worldwide.
- An expert, dedicated legal team for your case.

to protect your professional reputation

The right to request:

- Advice and legal representation:
  - for Dental Council procedures
  - in relation to disciplinary matters
  - at inquests.
- Support with criminal investigations and allegations arising from your clinical practice.
- Assistance in responding to and resolving complaints.
- Help with unwanted media attention.

Find out more on page 4

## SUPPORT

for your professional development

- Free online learning modules.
- CPD available.
- Events and conferences.

See a full overview on page 9

## ADVICE

whenever you need it

- Free dentolegal advice line.
- Emergency advice available 24/7.
- Online case studies.
- Dentolegal advice booklets on common concerns.
- Leading journal *Riskwise*.

More information on page 11

Your benefits at a glance



# World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, complaints and investigations are a distressing part of being a dentist. As a member of Dental Protection you can access some of the best dentolegal experts in the world, dedicated to protecting you and your reputation.

# World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers. Whether you work in the public or private sector, or both, you can request legal assistance on a range of issues arising from your professional practice.

## WHEN YOU WORK FOR THE STATE

If you are employed by the state, and treat patients in a state facility, the state will usually provide indemnity against claims arising from your professional practice.

However, while state indemnity should protect dentists who are employed by the state from the financial consequences of a negligence claim, it does not extend to assistance for internal disciplinary procedures or Dental Council hearings.

Your Dental Protection membership means that you can request assistance beyond what is usually provided by the state.

Unparalleled defence for:

- Complaints procedures.
- Disciplinary proceedings relating to your clinical practice.
- Dental council hearings.
- Inquests and inquiries.
- Police investigations arising from the provision of clinical care.
- Good Samaritan acts.
- Help with unwanted media attention.

## WHEN YOU ARE IN PRIVATE PRACTICE

When you are working in private practice, you can request assistance for all the circumstances listed here, plus the right to request indemnity for clinical negligence claims arising from professional practice, with no excess to pay.

**GET DENTOLEGAL  
ADVICE**



Our advice line  
**+44 207 399 1400**

# Here for you

## **PUTTING MEMBERS FIRST**

As a mutual society, the needs of members are central to everything we do. When we assist with a case, we can help with the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



# The team

When your claim is supported we provide a dedicated team, including:

- a dentolegal adviser
- a claims manager with expertise in clinical negligence claims
- a professional support team to ensure that claims are managed as efficiently as possible
- a specialist lawyer for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.

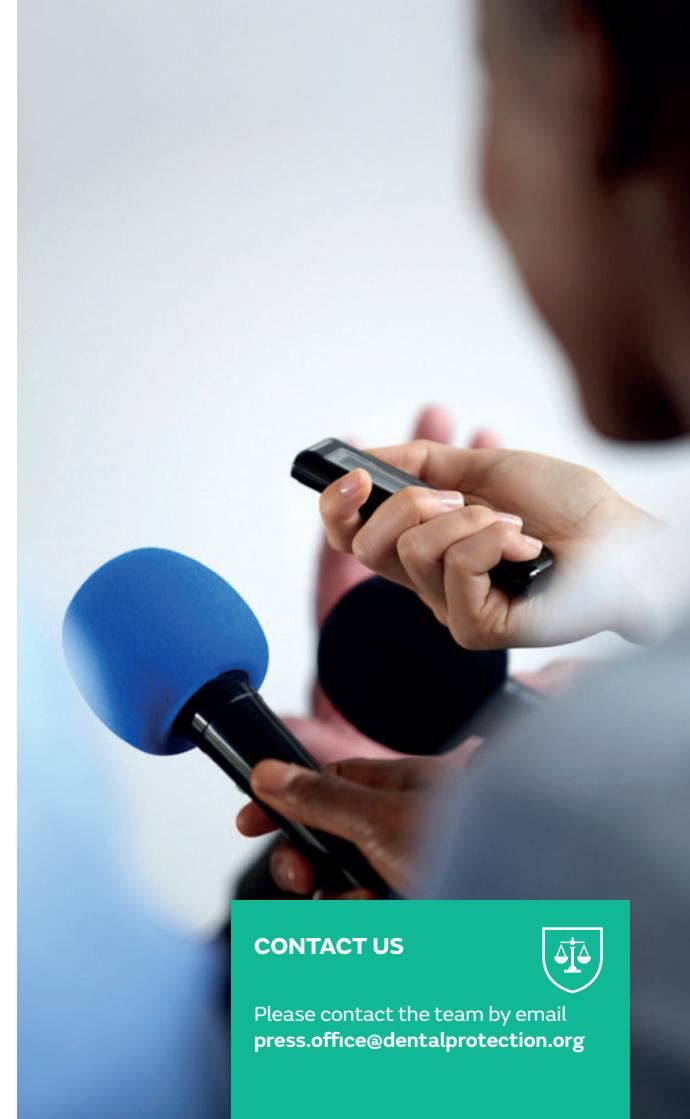


# Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- provide experienced and expert advice on handling all aspects of unwanted media attention
- communicate with journalists on your behalf
- prepare statements for the media
- monitor coverage and assist with any follow-up action.



## CONTACT US



Please contact the team by email  
[press.office@dentalprotection.org](mailto:press.office@dentalprotection.org)



# Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience of helping members across the world means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of online courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



# Online learning

As a busy dentist, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- dentolegal issues
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules and earn UK accredited CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

## FIND OUT MORE

See the full list of courses at  
[dentalprotection.org/prism](http://dentalprotection.org/prism)



When you first access online learning, you will need your Medical Protection membership number.



# Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by dentists and dentolegal professionals and give expert, accessible advice.

# Professional expertise when you need it

## GET EXPERT GUIDANCE ON:

- Complaints
- Claims
- Investigations
- Disciplinary proceedings
- Whistle-blowing
- Ethical dilemmas
- Patient safety
- Records and reports
- Prescribing
- Consent
- Confidentiality
- Patient capacity
- Unwanted media attention





# Your dentolegal advice line

## YOU CAN ALWAYS CALL ON US

Dedicated dentolegal advisers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

**GET DENTOLEGAL  
ADVICE**



**207 399 1400**

Available 24/7

## Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online dentolegal resources are always available.





## ADVICE BOOKLETS

Compiled by dentolegal experts, advice booklets provide detailed information which you can access at any time, answering many of the major questions which affect dental professionals.

## CASE STUDIES

Calling on the first-hand experience of members, these anonymised case studies highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

## RISKWISE

Our leading journal *Riskwise* is full of topical articles and features on dental and dentolegal developments. Drawing on our knowledge and expertise, *Riskwise* gives you relevant and compelling insights into the present and future of the dental profession.

## FIND OUT MORE

Visit [dentalprotection.org](https://dentalprotection.org) to access these resources

# Your membership

Your membership provides you with the right to request indemnity in a wide range of circumstances, but there can be situations when we would not normally be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). There is further information about this under 'my membership' at [dentalprotection.org](https://dentalprotection.org). Our website also contains information about 'Claims under US and Canadian law' and 'Vicarious liability'.

All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. You can also find a copy of the Memorandum and Articles of Association on our website.





# Your questions answered

## What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line:  
+44 207 399 1400

## Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Dental Protection, no matter where in the world the action is brought.

## Am I protected for voluntary work overseas?

We can offer professional protection for volunteer dentists working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **+44 113 241 0727** or email  
[caribbean&bermuda@dentalprotection.org](mailto:caribbean&bermuda@dentalprotection.org)

## How do I access online learning?

Our online learning platform is available through our website at [dentalprotection.org/prism](http://dentalprotection.org/prism)

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.



# Contact Us

## MEMBERSHIP ENQUIRIES

### **Barbados**

Barbados Dental Association  
**+1 246 228 6488**  
[bdosdentalassoc@caribsurf.com](mailto:bdosdentalassoc@caribsurf.com)

## DENTOLEGAL ADVICE

To request dentolegal advice please contact an adviser using the form linked below or call:

Barbados  
**+1 833 818 8333**

Jamaica  
**+1 866 605 0299**

Trinidad and Tobago  
**1 800 203 5374**

Other locations  
**+44 113 241 0727**

**Download form here.**

Emergency advice available 24/7

### **St Lucia**

St Lucia Medical and Dental Association  
**+1 758 451 8441**  
[slmdaoffice@gmail.com](mailto:slmdaoffice@gmail.com)

### **Trinidad and Tobago**

Steven Joseph  
*Business Development Executive, Caribbean*  
**+1 868 708 2158**  
[steven.joseph@medicalprotection.org](mailto:steven.joseph@medicalprotection.org)

**Anguilla, Antigua and Barbuda, The Bahamas, British Virgin Islands, Dominica, Grenada, Guyana, Jamaica, Montserrat, St Kitts and Nevis, St Vincent and the Grenadines, Turks and Caicos**

Phone:  
**+44 113 241 0727** (UK)

[caribbean&bermuda@dentalprotection.org](mailto:caribbean&bermuda@dentalprotection.org)

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