



COOPERATIVE OF
AMERICAN PHYSICIANS

Risk E-Notes

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The Risk Management & Patient Safety Department of the Cooperative of American Physicians, Inc. is excited to announce the debut of our new online communication. This biweekly Risk E-Notes is designed to provide information and education to our physician's office management staff. With the introduction of this risk management communication tool, it is our goal to assist you to improve patient care and reduce the number and severity of malpractice claims brought against your physician(s).

Every two weeks, we will send you, via e-mail, a snippet of information related to the risk management of the physician's medical office practice. We hope that the information will be useful and shared with the other office staff, if appropriate.

As we develop this new communication tool, we welcome your comments and suggestions on future subject matter discussions and possible areas for expansion. You may directly e-mail us with your questions, comments or suggestions at the "Contact Us" at the left.

Keep Your Patients Happy!

Studies show that satisfied patients recover faster, stay longer with the practice and give the practice a competitive advantage over other practices. On the other hand, communication failures and services lapses can drive patients away and lead to malpractice claims. Risk Management Advises:



- Delegate an individual, commonly the Office Manager or Registered Nurse, to handle all patient complaints;
- Do not avoid the complaining patient;
- Seek a timely resolution of the patients complaint;