

# Symposium "How to prevent complaints and lawsuits by patients?"

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# NEWSLETTER

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## SYMPOSIUM "HOW TO PREVENT COMPLAINTS AND LAWSUITS BY PATIENTS?"

On November 13, 2021, the Symposium "How to prevent complaints and lawsuits by patients?" was held at the Hotel Dubrovnik in Zagreb for the third time. The Symposium was a part of the program of the certified continuing education courses organized by the School of Dental Medicine University of Zagreb, covering topics of forensic expertise in dentistry, professional error and negligence, and legal obligations that dentists must meet in their daily work. The symposium was attended by about 50 participants, doctors of dental medicine and students who enrolled the elective course Forensic Dentistry. A large conference room allowed for the Covid-19 epidemiological measures to be met.

Prof. Hrvoje Brkić, Symposium leader and expert witness in the field of dentistry, opened the meeting with a lecture on dental negligence and malpractice. In the continuation, the lecture on professional errors was held by Prof. emeritus Darko Macan, who presented the most interesting cases of litigation and expert witness testimonies from perspective of a specialist in oral surgery. Prof. Jelena

Dumančić lectured on informed consent and doctor's duty to tell the truth. How to obtain a valid informed consent for each major and risky procedure, including dental anesthesia, and how to resolve situation when opinions of a doctor and a patient do not meet. Prof. Marin Vodanović had lecture on risk management and gave answers to the Symposium question: how to prevent a dental malpractice lawsuit? Prof. Ivana Savić Pavičin lectured on importance of proper dental documentation keeping. The results of a recent research on Croatian dentists' knowledge on maintenance of dental records and forensic odontology were presented. A judge of the County Court in Zagreb, Jadranka Travaš, presented cases of patients' complaints and lawsuits in the court practice. A representative of the Croatia Insurance company introduced the attendees, through the online presentation, to the categories of liability insurance in the provision of dental care. A lively discussion developed at the end. Always relevant topics and great interest of the participants motivate us for organisation of the Symposium in the coming years.





Figure 1 Symposium lecturers Darko Macan, Hrvoje Brkić, Ivana Savić Pavičin, judge Jadranka Travaš, Jelena Dumančić, Aida Hadžić Selmanagić – forensic odontologist from Faculty of Dentistry University of Sarajevo, Marin Vodanović and Lada Prišilić.



Figure 2 Attendees at the Symposium.