

# Medical Indemnity Forum

## 23<sup>rd</sup> August



## Who is the Customer?

Luke Thomson (MDA National)

## Who is the Customer?

- **Market segments**
  - Students
  - Interns
  - Post Graduates / In Training
  - Employer Indemnified
  - Private Practice
  - Non Clinical

## Who is the Customer?

- **Students**
  - Student Electives
  - Scholarship placements
  - Other clinical placements
- **Interns**
  - (no private work)
- **Post Graduate / Doctors in Training**
  - Can work unsupervised

## Who is the Customer?

- **Employer Indemnified**
  - Medical Board matters / investigations
  - Tail cover for prior practice
  - Good Samaritan acts
  - Gratuitous Services

## Who is the Customer?

- **Private Practice**
  - Can often work both in public system as well as private
  - Cover for civil claims
  - investigations, coronial enquiries, medical board complaints (in respect of both private and public work)
- **Non clinical**
- **Retirees**

## **Who is the Customer?**

- **Practice Entities**
- **Large Medical companies**
- **Healthcare professionals**