



# “Communicating right when things go wrong”

## Registration Form

The Academy and Medical Protection Society (MPS) jointly invite you to this seminar. Clinicians occasionally encounter situations when management outcome is suboptimal and clients are unhappy. Due to a multitude of factors, communication is often difficult especially when involving debatable issues during the technical management process. Yet this is the occasion where communication has to be right.

The General CPD Subcommittee has invited several prominent speakers to share views and experience on communication when clinical management outcomes are less favourable. This seminar delivers messages on how to manage medical mishaps from the MPS perspective and about open disclosure from the medico-legal perspectives. An experienced colleague also shares her vast experience with disclosing adversity.

The seminar is free of charge.

<b><u>Date and Time</u></b> 15 September 2010 (Wednesday) 18:30 – 20:30
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<b><u>Venue</u></b> Pao Yue Kong Auditorium, HKAM Jockey Club Building 99 Wong Chuk Hang Road, Aberdeen, Hong Kong
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<b><u>Programme</u></b>	
18:00	<b>Registration (Refreshments will be served)</b>
18:30 – 20:30	<b>Opening</b> <i>Prof. C K Yeung, Council Member, Hong Kong Academy of Medicine President, College of Surgeons of Hong Kong</i>
	<b>Managing medical mishaps</b> <i>Dr. Ming-Keng Teoh, Head of Medical Services – Asia, Medical Protection Society</i>
	<b>Breaking bad news well</b> <i>Ms. Eva Liu, Cluster General Manager (Nursing), Kowloon Central Cluster, Hospital Authority</i>
	<b>Open disclosure and apology: a legal perspective</b> <i>Dr. David Kan, Partner, Richards Butler</i>
	<b>Q&amp;A</b>

CME/CPD accreditation is being applied. Please visit the Calendar of iCMECPD website ([www.icmecpd.hk](http://www.icmecpd.hk)) for the latest CME/CPD points.

Registration Enquiry: Ms Lorraine Shiu Tel: 2871 8888; Email: [lorraine@hkam.org.hk](mailto:lorraine@hkam.org.hk)

## Participant's Information

Full Name (underline surname)		MCHK/DCHK Reg. No.	
Email		I am <input type="checkbox"/> HKAM Fellow <input type="checkbox"/> Trainee College: _____	
Tel. No.		Fax No.	<input type="checkbox"/> General Practitioner

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Notes:

1. Registration and car parking are limited and on a first-come-first-served basis. Priority will be given to HKAM Fellows and Trainees.
2. Events will be postponed if typhoon signal No. 8 or above or Black Rainstorm warning is raised effective at 07:00.
3. Confirmation will be sent to registrants before events commence.
4. The Academy reserves the right to change the venues, dates or speakers of the events due to unforeseeable circumstances.

***Please return the completed form to HKAM by fax (2505 5577) or by email ([hkam@hkam.org.hk](mailto:hkam@hkam.org.hk)) on or before 15 August 2010.***