

Radiologists in Focus

This report brings together key data and practical case studies to provide insight into the risks, trends and opportunities shaping your field today. It is designed to help you benchmark your experience, strengthen decision-making and highlight actionable ideas that support safer, more confident practice.

Incidents & Claims Insights | 1 July 2023 – 30 June 2025

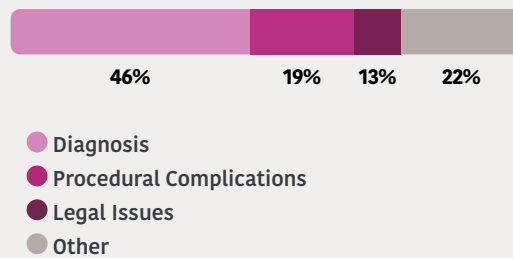


1 in 15

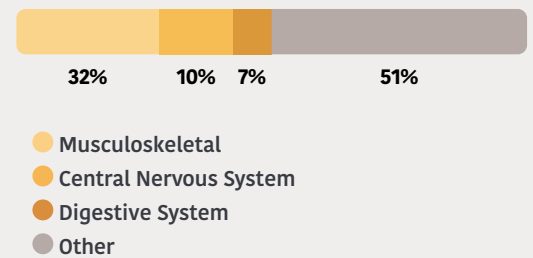
Radiologist Members notified MDA National of a medico-legal case in 2025.

This is down from 1 in 10 in 2024.

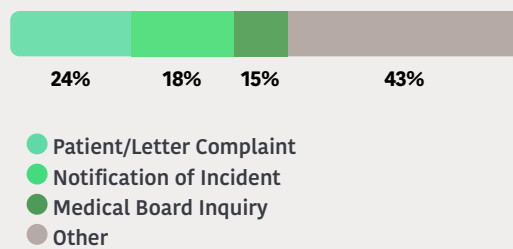
Top 3 Incident Types



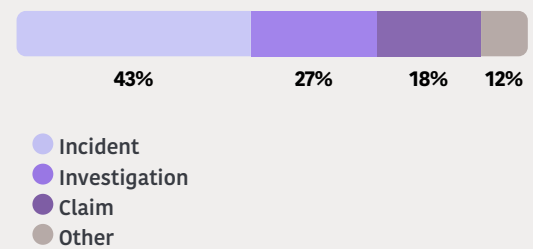
Top 3 Injury Types



Top 3 Claim Types



Top 3 Case Types



Key themes from MDA National case data



Diagnosis

Delayed, missed, and incorrect diagnoses were the most common complaints made by patients. Impacts ranged from stress and anxiety to life threatening issues. Requests varied from refunds to out-of-pocket costs and damages.

- Cases highlight the importance of documentation and timeliness of communication/follow-up with patients and other medical professionals.
- Managing your workload and potential fatigue may reduce potential errors.
- Ensure communication of significant unexpected findings and urgent after-hours findings.



Incidents versus claims

While there is a high percentage of incidents reported, many do not progress to a claim. While the greatest percentage of incidents relate to diagnosis, procedural and post procedural complications also feature, as does duty of care matters.

To assist in managing any potential claims it is important to:

- Keep well-maintained records.
- Engage early with MDA National following an incident, allowing thorough and effective support if it escalates to a claim.



Employment matters

MDA National has assisted on allegations of misconduct, defamation, unpaid afterhours work, staff management/communication style and workplace disputes. To minimise stress and distraction from potential disputes in an environment that is already demanding we recommend:

- Keeping a separate Medico-legal folder with records of employment matters and any copies of communications.
- Maintaining accurate records with relevant documents.

Case Scenario*

A patient with a knee injury underwent an MRI scan which was reported by our Member.

The patient later underwent surgery where a further tear was identified. This required a second operation.

They lodged a complaint with the HCCC seeking an apology, an explanation and compensation for the alleged missed diagnosis and impact on their physical and mental well-being.

- No operative notes or clinical records were supplied by the regulator.
- MDA National arranged for an independent radiologist to review the original scans, giving the opinion that the tear was not reasonably identifiable at the time of reporting.
- MDA National drafted a formal response to the HCCC on the Member's behalf, confirming that the Member had re-reviewed the scan and maintained their assessment was correct.
- The HCCC subsequently closed the complaint with no further action.

Looking for more info?

MDA National provides a variety of resources to support you in areas such as consent, medical documentation and complaints. Explore the links below for direct access.

Case Studies & Articles

- [Following up test results](#)
- [JMO Supervision: An Essential Safety Ingredient](#)
- [Complexity of Causation](#)
- [Radiology FAQs](#)
- [Workplace harassment](#)
- [Contracts: The basics every doctor should know](#)
- [Allegation of Defamation](#)

Learning Activities

- [Noteworthy: The how, what, where and why of medical documentation](#)
- [Introduction to Open Disclosure](#)
- [Informed consent challenges](#)
- [Diplomacy in a hierarchy: Tips for approaching a difficult conversation with a senior colleague](#)
- Check [MDA National LMS Catalogue](#) for more online and face to face workshops on Win-Win: Conflict resolution and Engaging Teams

Early notification ensures that tailored advice and support are available when you need it most. It also helps us prepare effectively should the matter progress.

Members have access to individualised advice and support and Member benefits. Non-members have limited access to our library of resources and education content.

Please contact advice@mdanational.com.au or call us on 1800 011 255 for more information. Members can access our [Member Online Services](#), [Support in Practice](#) or our [LMS](#) for information and education content.

Want more tailored information?

Scan QR code or visit mdanational.com.au/specialist/radiologists

