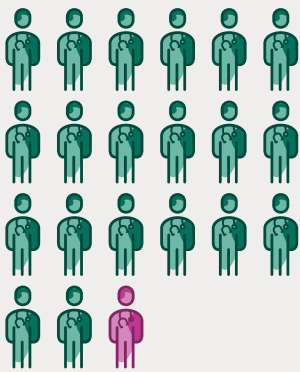


# Skin Cancer in Focus

MDA National created the Skin Cancer Procedural category to customise our comprehensive cover for a growing healthcare need.

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

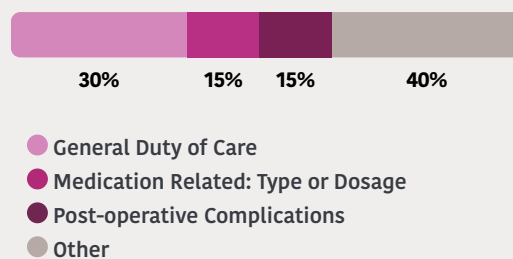


# 1 in 21

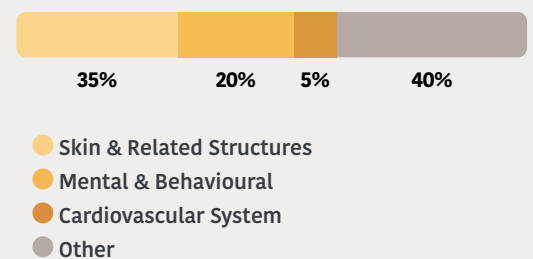
Members in this category notified MDA National of a medico-legal case in 2025.

This is down from 1 in 10 in 2024.

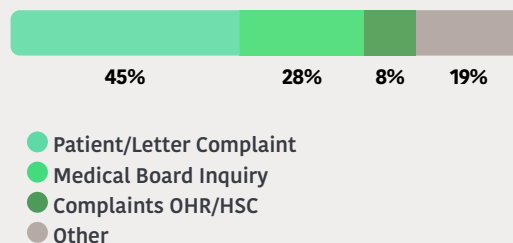
### Top 3 Incident Types



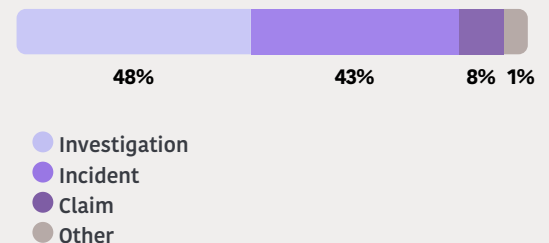
### Top 3 Injury Types



### Top 3 Claim Types



### Top 3 Case Types



## Key themes from MDA National case data



### General duty of care

Incidents in this area include allegations of coercive conduct, failure to provide privacy, incorrect diagnosis, failure to refer on, and a lack of appropriate care.

Strategies to reduce potential incidents can include:

- Effective communication, which is an important part of the doctor-patient relationship.
- Follow-up care (e.g. referring on) and understanding your obligations.
- Identifying and addressing factors that can impact a patient's perception of care, including:
  - Approach, body language, and personal biases.
  - Cultural differences and beliefs.



### Impact of treatment

Issues included allegations of poor after care (infection, wound care, scarring, pain management), missing recalls, unsatisfactory outcomes, and lack of information.

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

- Record any information provided to the patient (pre/post care) in the medical notes.
- Ensure your recall systems are in place by checking your processes regularly.
- Take time to explain and record any risks/potential impact of procedures to the client.
- Engage early with MDA National following an incident, allowing thorough and effective support.

## Case Scenario 1\*

A Member removed a sebaceous cyst from a patient's scalp and the patient reported that infection occurred after procedure.

The patient complained about after-care and additional costs. They requested their records so they could seek alternative medical care.

- MDA National assisted our Member by finalising a response to the patient.
- Our internal medical team assessed our member's level of care, which guided the tone of the response to the patient.
- A copy of the patient's records were provided to the patient and no further issues were raised.

## Case Scenario 2\*

A Member saw a patient for an initial consultation skin check and performed 3 biopsies. One returned with cancerous cells. There was no evidence of malignancy in the other two.

The patient complained, alleging failure to diagnose skin cancers from Member's biopsies.

- MDA National reviewed the tests and confirmed that the Member did not have enough information from the histopathology result to identify malignancy.
- We assisted the Member with their written response to the patient, ensuring good management of patient expectations.
- MDA National liaised with our Member on a regular basis to ensure they understood the process, agreed with the course of action and had the right support during a potentially stressful time. The DR4DR program was also available.

## 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

- [Physical examinations how to avoid misunderstandings](#)
- [Crossing the line with patient boundaries](#)
- [Managing patient complaints](#)
- [Consent for treatment](#)
- [Using observers during intimate examinations](#)
- [Recalls and reminders: closing the loop](#)
- [Following up test results](#)
- [Can I end the doctor-patient relationship?](#)
- [Take care with cryotherapy](#)

### Learning Activities

- [Noteworthy: The how, what, where and why of medical documentation](#)
- [Intimate examinations: respect and responsibility](#)
- [Introduction to Open Disclosure](#)
- [The challenging emotions of difficult news](#)
- [Informed consent challenges](#)
- 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](mailto: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](http://mdanational.com.au/specialist)

