

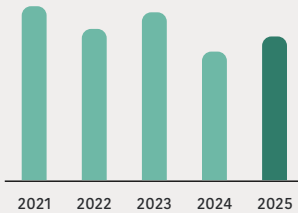
Neurologists in Focus

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 2021 – 30 June 2025

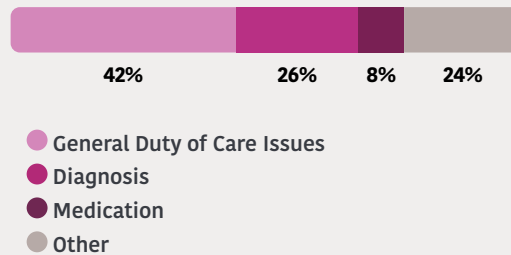
1 in 12

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

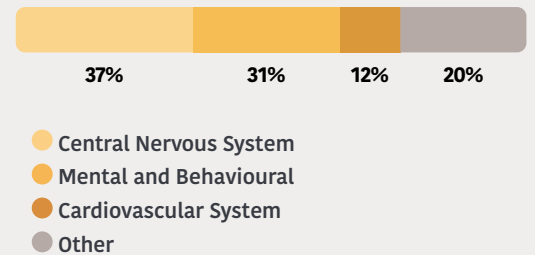


This is up from **1 in 15** in 2024, but down from **1 in 8** in 2023, **1 in 11** in 2022, and **1 in 7** in 2021.

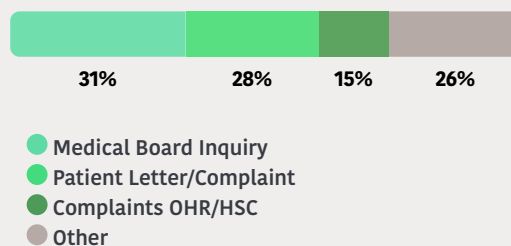
Top 3 Incident Types



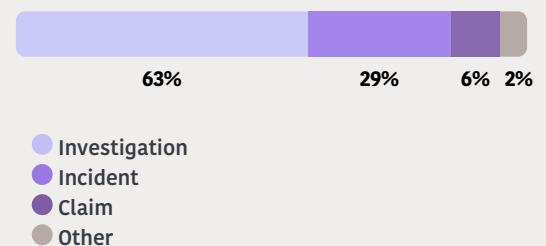
Top 3 Injury Types



Top 3 Claim Types



Top 3 Case Types



Key themes from MDA National case data



Complaints about behaviour

Complaints regarding behaviour commonly included allegations of Members being either rude, condescending, abrupt or dismissive. These complaints concerned behaviour with patients as well as their carers. Medico-legal matters in this category also related to confidentiality breaches, overcharging, overprescription of medication and delaying or not submitting documents.

Strategies to reduce the potential of these types of complaints and incidents can include:

- Effective communication, which is at the heart of a positive doctor-patient relationship.
- Understanding the factors that can impact a patient's perception of care, by reflecting on your: approach, language, tone, non-verbal cues, personal biases and cultural differences and beliefs.
- Robust systems for document management, including all required external submissions.
- Ensuring your patients and their carers understand billing policies and processes.

MDA National has experience and expertise with a wide range of incidents, so please contact us for assistance as soon as you recognise the potential for a medico-legal matter to emerge.



Complaints about diagnosis

Over one third of patient complaints related to diagnosis. These complaints included: allegations of improper or inadequate assessment/investigation into a condition, delayed/incorrect/missed diagnosis, dissatisfaction with diagnosis, and a lack of an appropriate referral to another specialist.

Strategies that can potentially manage these types of incidents include:

- Diligent history taking, physical examination, and review of records.
- "Diagnostic timeouts": think again with fresh eyes before completing the diagnostic process.
- Considering the potential of a differential diagnosis and discussion with the patient on delay this may cause.
- Seeking support from peers in your team to confirm the diagnosis if you are ever unsure.
- Awareness of potential incorrect diagnosis due to involuntary automaticity.
- Prioritising accurate and timely documentation.
- Ensuring diligent follow-up care.

Case Scenario 1*

Our Member saw a patient who was complaining of migraines. The patient made a complaint to the Office of the Health Ombudsman (OHO) alleging the consultation was brief, inadequate and that the Member failed to properly examine her.

The patient alleged that the information our Member sent to their GP was incorrect.

- MDA National assisted our Member in preparing a response to the notification.
- This response highlighted the compassion and insight our Member displayed and their appropriate behaviour.
- No further action was taken by the OHO.

Case Scenario 2*

Our Member saw a patient for vertigo. The patient was later diagnosed by another practitioner with multiple sclerosis.

They made a complaint about the MDA National Member's misdiagnosis and treatment.

- The Member received an Ahpra notification, raising concerns about the care they allegedly provided.
- When reviewed against the clinical records, it was confirmed that the patient had mistaken the identity of her treating practitioners.
- We assisted the Member with a response to Ahpra clarifying their role in the patient's care.
- The matter was resolved with no further action taken by the Medical Board.

Looking for more info?

MDA National has resources to support you in areas like consent, medical documentation and complaints. Explore the links below or [check out our full range of educational materials](#).

Case Studies & Articles

- [Handing Over the Medical Record - What You Need to Know](#)
- [Creating and keeping medical records](#)
- [Recalls and reminders: Closing the loop](#)
- [Managing patient complaints](#)
- [How should I respond to a subpoena for my patient's medical records?](#)
- [Dealing with the stress of litigation and complaints](#)
- [Is it okay to say sorry](#)
- [More is Missed by Not Looking](#)
- [The Second Opinion](#)

Learning Activities

- [Noteworthy: The how, what, where and why of medical documentation](#)
- [AI scribe tools in record management](#)
- [Introduction to Open Disclosure](#)
- [The challenging emotions of difficult news](#)
- [Informed consent challenges](#)
- [Prescribing opioids](#)
- [Medicare updates 2025 - what you need to know](#)
- Check [MDA National LMS Catalogue](#) for more online and face to face workshops dates and times

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

