

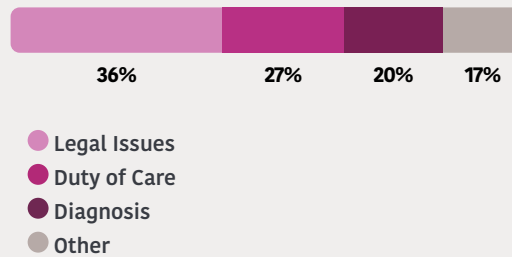
# Emergency Medicine in Focus

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.

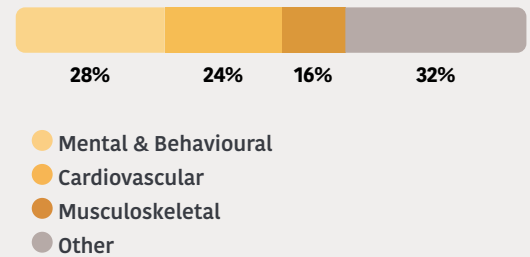
## Incidents & Claims Insights | 1 July 2023 — 30 June 2025



### Top 3 Incident Types



### Top 3 Injury Areas

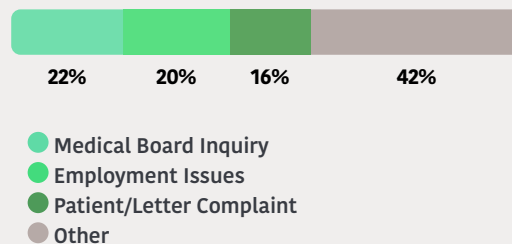


# 1 in 54

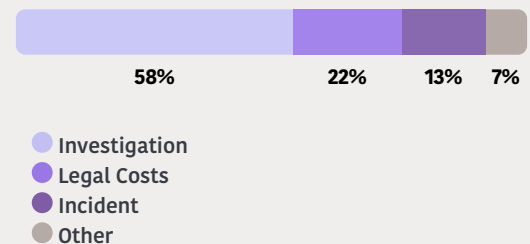
Emergency Medicine Members notified MDA National of a medico-legal case in 2025.

This is down from 1 in 34 in 2024.

### Top 3 Claim Types



### Top 3 Case Types



## Key themes from MDA National case data



### Wide variety of advice sought

MDA was contacted for advice on areas including responding to requests for police statements, coronial inquests, Coroners reports, employment matters, patient complaints, and Ahpra responses.

- MDA National has experience and expertise with an equally wide range of matters, so you can contact us as soon as you recognise a potential medico-legal matter.
- We also have a confidential peer-to-peer support service, Doctors for Doctors, if you're experiencing a matter. Doctors who provide this service are exempt from mandatory reporting obligations, so Members can share their concerns freely with a peer who understands their profession as well as the personal impact of a medico-legal matter.



### Employment disputes

Many of the legal and employment disputes we advised on related to an ongoing dispute on the underpayment of fees. MDA National has provided consistent support to members throughout this process and remains committed to doing so.

Key learnings from this process include:

- Early notification of employment-related concerns (no matter how small) allows more effective long-term support, which MDA National is committed to providing.
- Understanding your contract or industrial agreement before commencing employment.



### Duty of care

Cases relating to duty of care range from the perceived attitude of the doctor, an unwillingness to treat the patient, negligence of care, lack of examination, negative comments about patient, to being dismissive of the patient. Aspects to consider include:

- Your own style and approach may impact a patient's perception of their care.
- Many different individual factors affect your patient's experience.
- Being aware of things like body language or your personal biases can turn a negative interaction into a positive one.

## Case Scenario\*

Our Member saw a patient with a foot injury. The patient alleges the Member failed to diagnose the injury and provide appropriate treatment or advice.

They also alleged that the Member discharged them with no abnormality detected and no need for a moon boot or crutches.

The patient was later diagnosed with a syndesmotic injury and fracture. They required complex surgery and an extensive recovery period.

This complaint was sent to OHO, but was then referred to Ahpra.

- The MDA National internal medical team reviewed the case with the Member to draw out the clinical information.
- This information supported their version of events, clinical assessment and appropriateness of management.
- Along with other factors, this was documented and submitted to Ahpra, who decided to take no further action.
- MDA National's support demonstrated the value of accurate and complete record keeping.

## 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

- [Difficult Patients](#)
- [Contracts – What You Need To Know](#)
- [Coronial matters involving hospital doctors](#)
- [Dealing with the stress of litigation and complaints](#)
- [12 commandments to mitigate Ahpra notifications](#)

### Learning Activities

- [Introduction to Open Disclosure](#)
- [Informed consent challenges](#)
- [The challenging emotions of difficult news](#)
- [Risk hotspots for hospital specialists and how to respond when things go wrong](#)
- Check [MDA National LMS Catalogue](#) for more online and face to face workshops

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)

