

# SMA Mediation for Dispute Resolution: Preserving Relationships, Saving Costs


**10 November 2012, Saturday**

**12.30 pm to 4.30 pm**

**Grand Copthorne Waterfront Hotel Singapore**



International studies and experience indicate that the majority of malpractice claims and professional complaints are not due to negligence, but rather, motivated by insensitive handling and poor communication after adverse outcomes. The majority of those taking legal action wanted greater honesty, an appreciation of the severity of the trauma they had suffered, and assurance that lessons had been learnt from their experiences.



## How can mediation help you in your practice?

- Creates a win-win situation, especially when a patient who has a dispute still requires healthcare services at the same healthcare institution
- Retains the flexibility of using insurance proceeds or other resources to repair the financial and emotional harms caused by an incident
- Retains and repairs the doctor-patient and patient-hospital relationships
- Huge savings in cost for all parties
- Neutral third party mediation is useful when in-house negotiation (restorative mediation) has been attempted but failed to achieve resolution

## What can you expect from this seminar?

- Basic principles of mediation
- A good working understanding of how an actual mediation looks like
- Practical suggestions relating to healthcare disputes
- Ways to optimise the doctor-patient relationship



Mediation represents the most appropriate dispute resolution mechanism for most medico-legal disputes. Facilitative mediation is a process of negotiation that involves a neutral third party, who does not judge but assists the parties to communicate and mutually agree on how to settle the dispute. The process involves asking the parties how they would like to settle the dispute. A patient may merely wish to obtain an apology or explanation. Of course, some might additionally seek compensation from the healthcare institutions. The process is one of mutual respect and cooperation between the parties, and the solution is negotiated between the parties, as opposed to the adversarial nature of formal legal proceedings. **SMA**



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Organised by:

**SMA  
CMEP**

Centre for  
Medical Ethics &  
Professionalism

Supporting Organisation:



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**Venue:** Grand Copthorne Waterfront Hotel Singapore

**Number of CME points pending SMC's approval**

**To register, fill in the form below or visit <http://www.sma.org.sg/academy>**

(click on CMEP > List of Courses > Mediation Seminar)

Time	Topic
12.30 pm	Registration and Light Refreshments
1 pm	<b>Introduction to Mediation</b> <b>Mr Loong Seng Onn</b> ( <i>Executive Director, Singapore Mediation Centre and Senior Director, Singapore Academy of Law</i> )
1.40 pm	<b>Mediation for Medical Disputes – Why It Makes Sense?</b> <b>Dr Peter Loke</b> ( <i>Board Member, Centre for Medical Ethics &amp; Professionalism, Singapore Medical Association and Principal Mediator, Singapore Mediation Centre</i> )
2 pm	<b>A Compulsory Mediation Clause in Healthcare – How Might It Look?</b> <b>A/Prof Joel Lee</b> ( <i>Associate Professor, Faculty of Law, National University of Singapore</i> )
2.30 pm	Tea Break
2.50 pm	<b>Fishbowl of Mock Mediation</b> <b>Dr Seow Wan Tew</b> ( <i>Board Member, Centre for Medical Ethics &amp; Professionalism, Singapore Medical Association and Associate Mediator, Singapore Mediation Centre</i> ) <b>Dr Joseph H H Sheares</b> ( <i>Cardiothoracic Surgeon, Mt Elizabeth Hospital and Associate Mediator, Singapore Mediation Centre</i> ) <b>Dr T Thirumoorthy</b> ( <i>Executive Director, Centre for Medical Ethics &amp; Professionalism, Singapore Medical Association</i> )
3.50 pm	<b>Panel Discussion: Compulsory Mediation Clause for Disputes in Healthcare – Can It Work?</b> Moderator: <b>Dr T Thirumoorthy</b> Panelists: <b>A/Prof Joel Lee, Dr Peter Loke, Dr Joseph H H Sheares, Dr Seow Wan Tew, Ms Kuah Boon Theng</b> ( <i>Director, Legal Clinic LLC</i> ) and <b>Mr Lek Siang Pheng</b> ( <i>Partner, Rodyk &amp; Davidson LLP</i> )
4.30 pm	End

Please attach this slip when making payment. Send your credit card details/mail your cheque to **Denise Tan, Singapore Medical Association, Level 2, Alumni Medical Centre, 2 College Road, Singapore 169850. Tel: 6223 1264, fax: 6224 7827 or email: [denisetan@sma.org.sg](mailto:denisetan@sma.org.sg)**. Registration is not confirmed until payment is received. A confirmation email will be issued to all applicants.

Name: \_\_\_\_\_ Handphone No.: \_\_\_\_\_

Email: \_\_\_\_\_ Profession/Specialty: \_\_\_\_\_

MCR No.: \_\_\_\_\_ SMA Member: Yes / No

### Registration Fees:

- Complimentary for all SMA members
- For non-members, \$100 per person (inclusive of GST)

### Mode of payment (\$100 for non-members)

Credit Card

VISA/MasterCard No.: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiry Date: \_\_\_\_\_ / \_\_\_\_\_ CVV2/CVC2 No.: \_\_\_\_\_

Cheque (*payable to Singapore Medical Association*)

Bank: \_\_\_\_\_ Cheque No.: \_\_\_\_\_

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