



SMA Seminar: Mediation & Alternative Dispute Resolution

– Improving Dispute Resolution Outcomes in Healthcare

Organised By:

SMA CMEP

Centre for Medical Ethics & Professionalism

Date: 17 August 2013, Saturday

Time: 1 pm to 5.30 pm

Venue: M Hotel Singapore, Anson III & IV (Level 2)

Number of CME points: Pending approval from Singapore Medical Council

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

Supporting Organisation:



Miscommunication, misinformation and misunderstandings lie at the heart of a vast majority of medical disputes. Litigation is often expensive, unnecessary and not conducive to building relationships, although most do not realise the extent of its adversarial nature. The stress and distress of the adversarial process often severely affects all parties – the healthcare institution or individual doctor, the patients and their families – which leads to emotional exhaustion. Even winning the case becomes scant consolation.

An alternative dispute resolution scheme that leverages mediation and arbitration is highly suitable for medical disputes. It can greatly reduce costs, save time and help preserve relationships – the win-win solution which litigation does not offer.

This symposium sheds some light on the various aspects of how mediation and arbitration can work to effectively resolve healthcare disputes. It explains the compelling offer it can provide for the majority of healthcare disputes to be resolved more amicably.

This is a symposium not to be missed; be prepared to stay to the end!



Preserve Relationships
Save Money
Improve Time Management

1 pm	Registration (Refreshments Provided)	3.25 pm	Tea Break
1.30 pm	Resolving Disputes – The Courts, Disciplinary Processes, Mediation & Arbitration	3.45 pm	Arbitration: The Various Options
1.50 pm	Mediation Success Stories	4.05 pm	How Med-Arb Can Better Resolve Most Disputes in Healthcare
2.10 pm	Mediation – Core Skills	4.25 pm	A Model for Medical Dispute Resolution
2.30 pm	Mediation for Disciplinary Issues	4.45 pm	Round-Table Discussion: Mediation Reduces Cost & Promotes Cordiality
2.50 pm	Collaborative Practice	5.30 pm	End of Seminar
3.10 pm	Question & Answer		

Please attach this slip when making payment for SMA Seminar: Mediation & Alternative Dispute Resolution – Improving Dispute Resolution Outcomes in Healthcare. Send your credit card details/mail your cheque to **Denise Tan, Singapore Medical Association, 2 College Road, Level 2, Alumni Medical Centre, Singapore 169850. Tel: 6223 1264, fax: 6224 7827 or email: 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 (inclusive of GST):

SMA member	AMS/CFPS member	Non-member
<input type="checkbox"/> Complimentary	<input type="checkbox"/> \$50	<input type="checkbox"/> \$100

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