

Webinar Series: Preventing Claims & Complaints

Build your Business in 10 weeks with Pabau



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Meet Our Hosts

— **Natalie Dryden**, Business Consultant

— **Nick**, Senior Customer Success Specialist



Session 3 Outline



Duration: 30 - 40 minutes



Part 1

Guest content

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- Supporting Practitioners for 25 years
 - Why Insurance should not be an afterthought
 - How to handle a Reportable Claim/Dissatisfaction
 - Preventing Complaints
 - Be Compliant

Part 2

Pabau features

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- Consent form setup, Treatment notes setup, Client alerts, Linking forms to services
 - Precare & Aftercare automation (Services setup)
 - Adverse Reaction form - how to complete from the client card - best practices
 - Reports
 - iOS app - before and after photos, Drag and drop photos to client card

Preventing Claims & Complaints

— With Shelly Hemmings,
Hamilton Fraser





Supporting Practitioners for 25 years



Hamilton Fraser have been supporting practitioners for over 25 years from the start of their aesthetic journey. We believe in quality training, knowledge, and education in the cosmetic sector. We pride ourselves with the relationships built with the key associations who have a strong influence within the sector.

Why Insurance should not be an afterthought

When business interruption claims started to surge back in January 2021 – there was a requirement for practitioners to provide detailed financial records to claim back their losses. It was clear to see that practitioners who were paper based found it incredibly difficult gathering all the financial documents that were required. Paperless practitioners who work on software platforms such as Pabau were able to access their financial records and reports effortlessly.



How to handle Reportable Claims and Dissatisfaction

In the event of a claim, you will also need to forward the following to us or your insurance provider

- Solicitors letter or compensation request
- Full patient consultation and consenting documentation
- Before and after photographs
- Any leaflets or any electronic documents that were provided to the patient
- Training certificate for practitioner involved
- Any correspondence between practitioner and patient



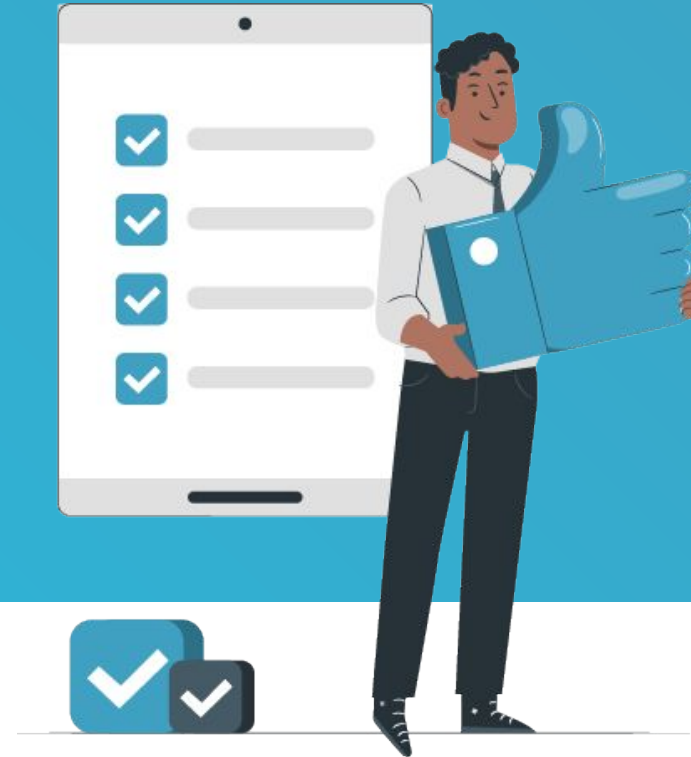
Preventing Complaints



- Patient selection
- Understand the motivations and manage patient expectations
- Document everything and have timestamped photographs
- Ensure that the patient understands the aftercare advice given
- Be contactable post treatment

Record Keeping

As a practitioner's aesthetic business grows, it can become increasingly challenging to maintain a suitable level of compliance with paper-based recording and using a software such as Pabau can help with this.



- Detailed record confirming the contraindications and risks of procedure were explained to a patient before it was undertaken can deter a lawyer from taking on a Claimant's consent- based claim.
- How can good record keeping benefit a Practitioner?

Medical malpractice insurance with Hamilton Fraser

Proud to work with



We have been supporting medical practitioners for over 25 years and believe in quality training, knowledge and education within the sector. Malpractice cover will protect you against potential costs and damages you may become legally liable to pay, arising out of any insured treatments you provide or advice you give to patients.



£5 million
indemnity



Free
membership



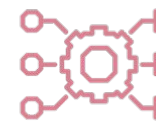
Work away
public liability



In-house
specialist
claims
service



Personal
accident
cover

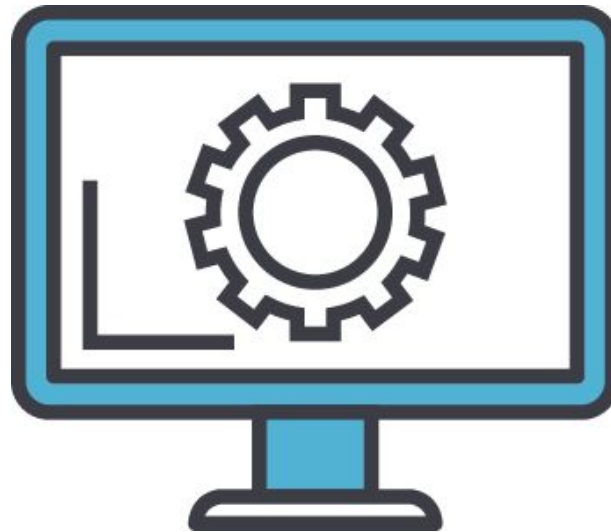


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automated
process

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Pabau Tools To Help **Reduce Risk**



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Consent form setup



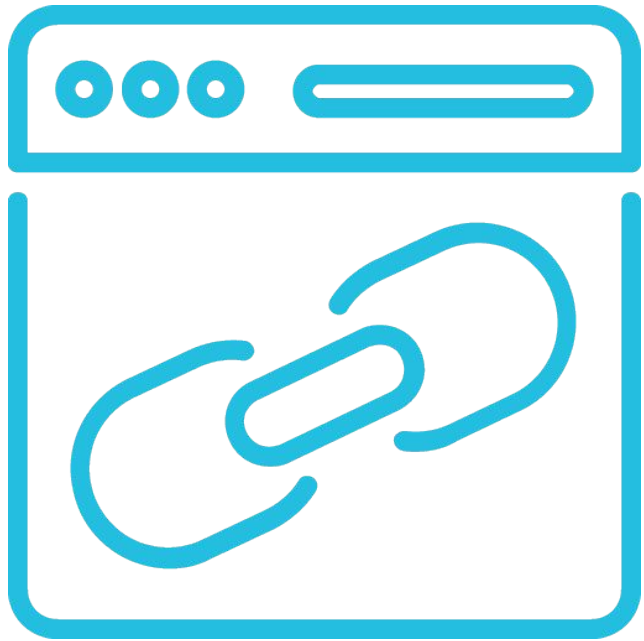
Treatment notes setup



Client alerts



Linking forms to services



Precare & Aftercare

automation

(Services setup)



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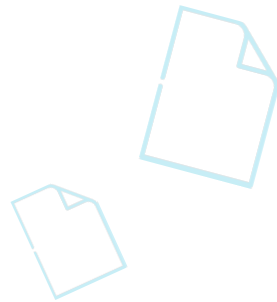
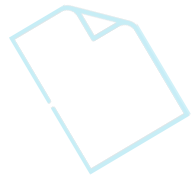
**Adverse Reaction
form - how to
complete from the
client card - best
practices**

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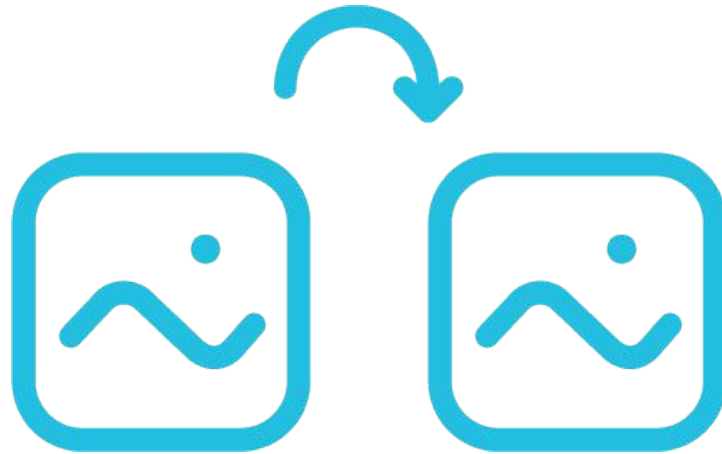


Reports

- Treatment missing data
- Medical data report
- Booked appointments



iOS app - before and after photos



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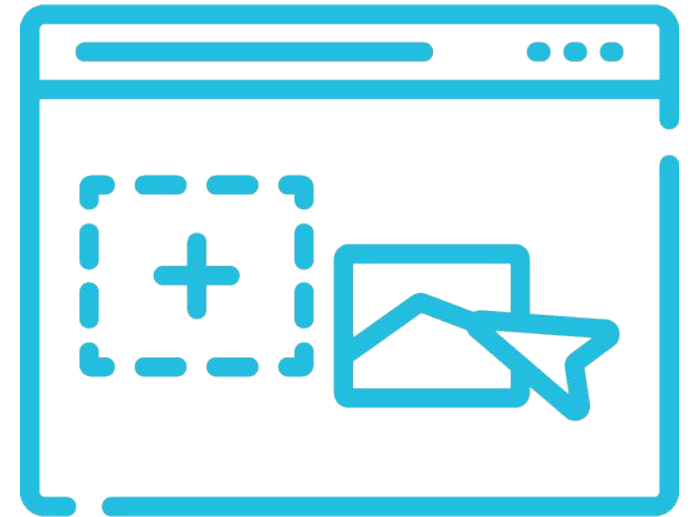


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Drag and drop
photos to
client card

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Thank You

