



# The Lifecycle of a Claim

## Clinical Indemnity Scheme



### What you need to do

- ✓ Follow **Claims Notification Procedure**
- ✓ Inform relevant personnel in State Authority about the claim in line with your internal escalation procedures

- ✓ Gather medical records, details of witnesses, relevant guidelines or other internal documents
- ✓ Facilitate interviews with witnesses
- ✓ Provide witness statements
- ✓ Organise and engage with detailed consultation about claim
- ✓ Respond to queries from Claims Manager and/or appointed solicitors, where relevant
- ✓ Raise any queries on behalf of State Authority

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#### Possible Pathways

Pathways can be interchangeable at times depending on the current state of the claim.

- Mediation / Alternative Dispute Resolution
- Settlement
- Litigation

- ✓ Acknowledge claim outcome and inform appropriate relevant stakeholders internally
- ✓ Raise any queries on behalf of State Authority

- ✓ Liaise with State Claims Agency Risk Manager
- ✓ Consider/analyse any learning from the claim internally
- ✓ Raise any queries on behalf of State Authority

- #### Mediation / Alternative Dispute Resolution
- ✓ Gather medical records and relevant documents
  - ✓ Respond to queries from Claims Manager and/or appointed solicitors, where relevant
  - ✓ Raise any queries on behalf of State Authority

- #### Settlement
- ✓ Respond to queries from Claims Manager and/or appointed solicitors, where relevant
  - ✓ Raise any queries on behalf of State Authority

- #### Litigation
- ✓ Identify relevant witnesses and documents
  - ✓ Participate in Liability Consultation
  - ✓ Review Defence and swear Affidavit of Verification
  - ✓ Assist with any Discovery request
  - ✓ Organise witnesses to attend court

