

REACTSM Program Enrollment

RESPOND EFFECTIVELY AND COMMUNICATE TIMELY

In order to take part in the REACT Program, completion of this enrollment form is required.

REACT (*Respond Effectively And Communicate Timely*) is a program in its pilot phase designed to address the needs of ProMutual Group policyholders and their patients after an adverse event has taken place. The program offers participating healthcare providers the means whereby they can respond effectively in a timely fashion to the needs of their patients, thus contributing to the continuation of the treatment relationship.

The Program has been developed to help you promptly respond to adverse events and communicate with your patient when you become aware that an adverse event has taken place regarding the cause of the event, the future course of treatment, and the assistance that can be provided through the REACT Program.

The Program will offer you guidance on how to best alleviate patient anxiety through disclosure and, where appropriate, through timely apology. Moreover, if the event meets our criteria we may, in our sole discretion, offer some financial assistance to your patient to help him or her with some of the out-of-pocket expenses related to the adverse event. Reimbursements made under the Program for out-of-pocket expenses related to the adverse event are payable only to the extent that they are not covered by the patient's health insurance coverage or other applicable plans.

The REACT Program offers the following to enrolled policyholders:

- Consultation and advice from the REACT Program Administrator on how to best communicate with a patient and/or family.
- Education and training on communicating with a patient following an adverse event.
- Support for the continuation of the provider-patient relationship.
- Financial assistance (subject to our sole discretion and criteria) provided to qualified patients in a timely fashion.
- Assistance to the healthcare provider in addressing any changes that may need to be implemented in his/her practice to help prevent reoccurrence of the medical injury or complication.

Acknowledgement

*As a participant in the REACT Program
I acknowledge that:*

- Not every adverse event is suitable for the REACT Program.
- To qualify for the REACT Program, an adverse event should be reported to the Program Administrator within 48 hours of when I become aware of it.
- ProMutual Group has the right to make a final determination (in its sole discretion) on whether or not an adverse event may be addressed by the REACT Program.
- A payment made by ProMutual Group to a patient under the REACT Program does not reflect an assessment of whether there has been a departure from the standard of care.
- To give notice of circumstances that may give rise to an insurance claim I must follow the requirements of my policy.
- Reporting an adverse event to the REACT Program does not satisfy any reporting requirements under my policy for any claim, suit or licensing board proceeding that might relate to the adverse incident.
- The REACT Program will not address adverse events that involve:
 - Written or verbal demand for compensation
 - Notice that claim or suit has been filed
 - Any complaint, investigation or other action by the relevant Board of Medicine or any other regulatory/licensing agency
 - Attorney involvement on behalf of a patient
 - Serious injury or death
 - Dissatisfaction with the aesthetic results of cosmetic surgery
- ProMutual Group has the sole discretion to remove any participant from the program and to terminate or revise the REACT Program at any time. I have the right to discontinue my participation in the program at any time by giving written notice to ProMutual Group.

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A program offered by Medical Professional Mutual Insurance Company and its subsidiaries (ProMutual Group).

- ProMutual Group does not guarantee the results of any action taken as part of the REACT Program and makes no representations as to the potential effects of my participation in the REACT Program or any action taken in connection with the REACT Program.
- Neither this form nor my participation in the REACT Program changes or amends any of the terms or conditions of my ProMutual Group policy. Coverage for any claim, suit or licensing board proceeding will continue to be governed by all the terms and conditions of my ProMutual Group policy.
- The REACT Program does not confer any rights on any of my patients or any other person, and no person shall be considered a third-party beneficiary of the REACT Program.
- Not offer any financial assistance to a patient or a patient's family that has not been expressly authorized by the REACT Program Administrator.
- Truthfully communicate with the patient regarding an adverse event and discuss further treatment and follow-up with the patient.
- Make myself available to discuss the incident with ProMutual Group as needed and provide current contact information where I can be reached.
- Provide ProMutual Group with both the most current information and all requested information regarding the adverse event.
- Work with ProMutual Group to help prevent the reoccurrence of similar adverse events.

As a participant in the REACT Program I agree to:

- Contact ProMutual Group's REACT Program Administrator when an adverse event takes place.
- Discuss the REACT Program with a patient or a patient's family ONLY after speaking with the REACT Program Administrator.
- Attend a REACT Program educational program at my earliest convenience.
- Act in good faith both in respect to a patient as well as with ProMutual Group and the REACT Program.

I have read and understand the above terms and conditions and agree to abide by them.

Name (please print in ink)

Signature

Policy number

Date