



While you look after
your patients, we look
after you.



Greetings from our CEO



Dear Members

Welcome to our very first monthly eNewsletter, henceforth known as “MedZine”. This is something that we have been very excited about sharing with you and we look forward to keeping in touch with you and providing you with regular updates via this forum.

In this inaugural issue of MedZine, you will see that we are launching a video series known as MedTalks. Our MedTalks will cover a wide variety of topics...

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Introducing MedTalks

GDPR

In this first episode of our MedTalks series our in-house Legal Counsel, Aisling Timoney (née Malone), explains the implications of the General Data Protection Regulation (GDPR), which came into effect in Irish law on 25 May 2018.

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Case Study



Requesting deceased patient notes

The wife of a recently deceased patient contacted a member seeking a copy of her recently deceased husband's notes. The member contacted us for assistance as the deceased was formerly an IV drug-user (before meeting his wife) and the member was unsure whether to disclose this fact to the wife or not.

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Top Tips



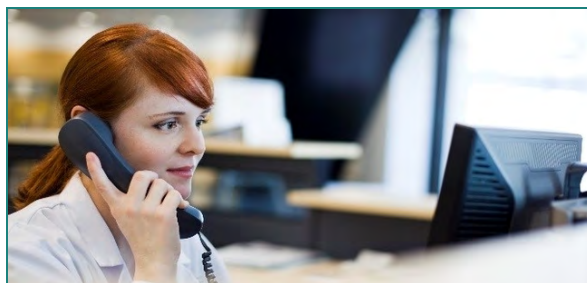
Medisec's Clinical Corner Best Practice in Repeat Prescribing

Repeat prescribing is a common activity in general practice and typically involves all members of the practice team at various stages. It is also a common source of medico-legal complaints.

It is now considered best practice that all practices have a formal policy on repeat prescribing and this should be communicated by the GP Principal or his / her named deputy, to all members of the practice team who are involved in repeat prescribing, including locums. Information on the policy should also be made available to patients of the practice and other key stakeholders, when requested.

While we recognise that such policies can be complex, especially in practices with larger teams and more sophisticated ways in which patients can interact with the practice, this brief guide is intended as an introduction to the issues which Medisec members might consider in the development and implementation of a 'Practice Policy on Repeat Prescribing'.

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Medisec FactSheet Best Practice in Telephone Triage by Non-Clinical Staff

Telephone triage by non-clinical administrative staff is a major part of practice workload and can be a source of medico-legal complaints. It is good practice to have a formal policy on how such staff might respond to requests by patients for an emergency or urgent appointment.

The GP Principal or named deputy should communicate this policy to all members of the practice team who are involved in handling such telephone requests, including locums and practice staff who may be working at the practice on a temporary basis. Information on the policy should be available to patients of the practice and other key stakeholders.

We recognise that developing such policies can be challenging, especially in practices with larger teams and given the more sophisticated ways in which patients can interact with the practice. This brief guide is an introduction to the issues to consider in the development and implementation of a 'Practice Policy on Telephone Triage by Non-Clinical Staff'.

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Risk Assist Corner

Challenging Patients

We are pleased to introduce the latest release in our series of practice posters, designed with a focus on patient education and risk management.



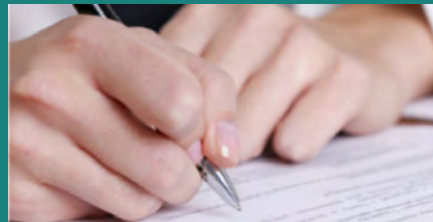
Unfortunately, we frequently hear of members and their practice staff being subjected to disrespectful communication and we developed this poster in response to that feedback. It is intended as a simple reminder to patients that respectful communication is a two-way street and that your policy is not to tolerate anything less.

Please reach out to us (at info@medisec.ie) to request a copy for your practice.

Legal Update

A right to be forgotten?

In good news for medical practitioners practising in the EU, a Dutch surgeon who was formally disciplined for her medical negligence, has won a case in the Netherlands, which requires Google to remove certain search results about her.



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Get in touch

Please do not hesitate to reach out to us with any ideas or suggestions for work that you would like to see us do. We love to hear from our Members!

Call us on:
1800 460 400 or +353 1 6610504

Email us:
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Ruth Shipsey, CEO ruthshipsey@medisec.ie

Write to:
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Dublin 2,
Ireland.

Opening hours:
Office opening hours 8am -5.30pm
Monday – Friday for all your advisory,
membership, ethical or medico legal
queries.



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Talk to us on 01 6610504 / info@medisec.ie about our new GP entity policy covering nurses, phlebotomists, healthcar... <https://t.co/wUsaAtcP6S>

[23 hours ago](#) · [reply](#)

RT [@med_indonews](#): The standard expected of doctors is no different on social media than when communicating face-to-face or through traditio...

[yesterday](#) · [reply](#)

