

EDUCATION SESSION

Handling Complaints



St George Private Hospital is pleased to offer an educational webinar via Zoom on **Wednesday 19th July 2023** with presenter Dr Maria Li, Principal Medical Advisor at the Health Care Complaints Commission (HCCC), the health care regulator for the state of NSW.

Receiving a formal regulatory complaint is not an uncommon occurrence over the course of a clinician's career and it is a universally distressing experience. This 1-hour presentation is designed to provide guidance on how clinicians should ideally approach the receipt of a formal complaint made against them from the regulator.

Dr Li offers clarification on some crucial elements of clinical practice, based on her experience with the HCCC, and provides an invaluable learning opportunity for not only complaint mitigation and management, but also public safety and professional quality improvement.

Don't miss this educational opportunity.

WEBINAR DETAILS:

WHEN: Wednesday 19th July 2023

TIME: 6.30PM to 7.30PM

*A short survey will be requested after this session.
We appreciate your completion & feedback. Thank you.*

For information only:

Email: RevieS@ramsayhealth.com.au

WHERE: Online via ZOOM

To join click or enter this link into your browser:
<https://ramsayhealthcare.zoom.us/j/94689989620?pwd=SUUpSSTZoVEVTVUI5eGI0RTUzeFdoQT09>

Enter following Meeting ID / Passcode when prompted:

Meeting ID: 946 8998 9620

Passcode: 492018