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Research shows that *communication is the key to managing your malpractice risk ...*

"... patient complaints captured and recorded by a medical group are positively associated with physicians' risk management ..."

Hickson GB, Federspiel CF, Pichert JW, Miller CS, Gauld-Jaeger J, Bost P.
Patient complaints and malpractice risk
JAMA. 2002 Jun 12;287(22):2951-7

"... the main cause of the complaints is ... the lack of communication between the dentist and his patients ..."

Vermaire JH, Eijkman MA.
Complaints against dentists
Ned Tijdschr Tandheelkd. 2001 Jan;108(1):11-5

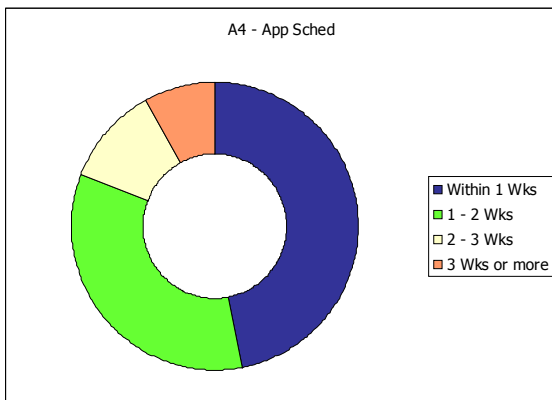
"... the belief remains prevalent that most litigation results from gross errors in medical diagnosis and treatment, and that these are best minimized through clinical quality control. While clinical errors are usually involved, the likely precipitant is more likely to be a communication error."

Weiler PC, Hiatt HH, Newhouse JP, et al.
A measure of malpractice, medical injury, malpractice, litigation and patient compensation.
Cambridge, Mass: Harvard University Press, 1993

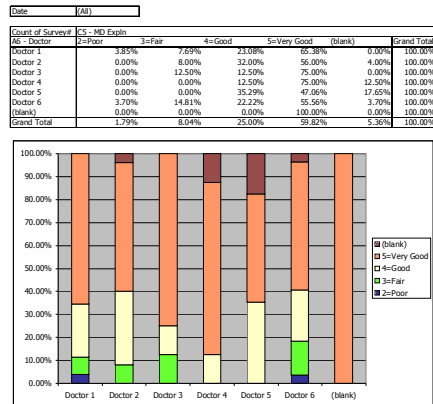
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