



DEALING WITH CLIENTS' COMPLAINTS

How to deal with complaints and how to reduce the likelihood of complaints proceeding to the Veterinary Surgeons Board of Hong Kong

Veterinary practitioners are faced with a number of unique legal considerations in the daily discharge of their professional duties. This seminar is to help veterinary practitioners to successfully overcome the legal challenges arising from communication with clients and medical records. During the seminar we will explore the following issues in relation to preventing / dealing with complaints:

- 1 The importance of good record keeping;
- 2 Communication with clients, advice and consent to treatment; ensuring adequate documentation of your communication with owners;
- 3 What impact, if any the new Apology Ordinance may have on when/whether to say "sorry"?
- 4 What to do / not to do when you discover that a complaint has been made to the VSB.



Dr Bernard Murphy

Both a medical doctor and a solicitor, Bernard specialises in medico-legal issues, acting for a wide range of healthcare professionals including doctors, dentists, veterinary surgeons, in proceedings before the Medical Council, Dental Council and Veterinary Surgeons Board, and in clinical negligence claims

and Department of Health investigations. Bernard was admitted as a solicitor in Hong Kong in 2004 and in England and Wales in 2005.

Bernard also acts for hospitals and other institutional and corporate healthcare providers on healthcare legal matters.

Before qualifying as a lawyer, Bernard practised medicine for more than ten years, the majority of that time in Hong Kong and China. An Adjunct Assistant Professor, Department of Accident and Emergency Medicine, the Chinese University of Hong Kong, Bernard has lectured on healthcare legal issues for the Chinese University Department of Accident and Emergency Medicine, Chinese University School of Public Health, City University, Hong Kong University Hong Kong and the Hong Kong Polytechnic University Department of Physiotherapy.



Mr Chris Howse

Chris Howse was admitted as a solicitor in Hong Kong in 1981 after being seconded by the London office of a city law firm, Richards Butler, to build up its Hong Kong office. He was the Senior Partner and Managing Partner of the Hong Kong office of Richards Butler until December 2011. Following the

takeover of Richards Butler Hong Kong by an American law firm he set up Howse Williams Bowers on 1 January 2012 with a large number of partners and solicitors from the Hong Kong office of Richards Butler. The firm is now one of the largest independent law firms in Hong Kong.

Chris is the head of the medico-legal team. He started to undertake medico-legal work in 1985. He has been providing professional advice and assistance to doctors, dentists and other healthcare professionals and to the private hospitals of Hong Kong on a wide range of medico-legal issues for over 30 years. His firm have been panel lawyers for the Medical Protection Society and Dental Protection Ltd. since the mid-1980s.

Date: 14 June 2018 (Thursday)
Time: 8:00 pm to 10:00 pm (Light dinner available at 7pm)
Venue: Lecture Theatre (UT), CityU SCOPE Admiralty Learning Centre, 8/F, United Centre, 95 Queensway, Admiralty, Hong Kong
Fee: HK\$380
CPD: 2 CPD points from the Veterinary Surgeons Board of Hong Kong

Registration: <http://www.cityu.edu.hk/cvmls/links/20180614CPE.asp>

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