

# REVIEW

Midwest Medical Insurance Company

## Again, MMIC Retains its A.M. Best Rating of A (Excellent)

A. M. Best again affirmed MMIC’s rating of A (Excellent). MMIC is one of seven physician-owned companies to earn this highest rating for specialty professional liability insurers in 2004.

“A.M. Best understands MMIC has the ability to adapt to industry trends and adjust its strategic plan when needed to continue meeting its obligations to policyholders while maintaining financial strength and stability,” says MMIC President and CEO David Bounk.

“We are pleased to retain our “A” rating, especially in times when other companies are being downgraded.”



A. M. Best ratings are the professional liability industry’s standard measurers of an insurer’s ability to fulfill its obligations to policyholders.

## Drs. Beattie, Carr, Kerns and Del Core Elected to MMIC Board

The MMIC Group is pleased to announce the additions of Drs. Robert W. Beattie, Kent E. Carr, Eugene L. Kerns and Michael G. Del Core to its board of directors.

Dr. Beattie is a board certified family practice physician. He is currently president of United Clinics, PC, in Hettinger, North Dakota. He holds medical licenses in North Dakota and South Dakota. Dr. Beattie has been president of the North Dakota Medical Association since 2003. He is also a member of several professional organizations including the American Medical Association, North Dakota Medical Association, American Academy of Family Practice and the North Dakota Academy of Family Practice.

He has a bachelor of science degree from the University of North Dakota and a doctor of medicine from the University of North Dakota School of Medicine.

Dr. Carr is currently chief executive officer and chief medical officer of Mercy Clinics Inc. in Des Moines, Iowa. He is board certified in internal medicine and holds medical licenses in Iowa and North Carolina.

Dr. Carr serves on a number of organizations, including the American College of Physician Executives, Medical Group Management

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**Drs. Beattie, Carr, Kerns and Del Core Elected to MMIC Board** (continued from page 1)

Association, Polk County Medical Society and the Iowa Medical Society.

He has a bachelor of science degree from Davidson College, Davidson, N.C.; a medical degree from East Carolina University School of Medicine and a master of medical management degree from Carnegie Mellon University.

Dr. Kerns is board certified in obstetrics and gynecology and practices at Obstetrics and Gynecology Specialists, PC, in Davenport, Iowa. He is on the staff of Genesis Medical Center and a clinical lecturer at the University of Iowa College of Medicine, and the Department of Obstetrics and Gynecology in Iowa City. He is a member of several professional associations including being a fellow at the American College of Obstetrics and Gynecology and a member of the Mississippi Valley Society of Obstetricians and Gynecologists, American Fertility Society, AMA, Iowa State Medical Society and the Scott County Medical Society.

Dr. Kerns is a graduate of the University of Iowa and the University of Iowa College of Medicine.

Dr. Del Core is board certified in internal medicine and holds medical licenses in Iowa and Nebraska. He is an associate professor of medicine at Creighton University Medical Center and a consultant at several hospitals in Iowa and Nebraska. Dr. Del Core is a member of several Creighton University School of Medicine committees.

He is a member of several professional organizations including the American College of Physicians, American College of Cardiology and the Society of Cardiac Angiography and Interventions.

Dr. Del Core graduated from Creighton University and the Creighton University Medical Center.

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## **EMTALA Update Seminar to be Held in Sioux Falls**

This fall MMIC's Risk Management Department is offering an EMTALA update seminar in Sioux Falls, South Dakota. Stephen Frew, a former national compliance, risk management and EMTALA consultant, will speak on the new EMTALA regulations and their impact on hospitals and physicians.

**Who should attend:** Physicians, Risk Managers, Emergency Department Directors and Nurse Managers, Directors of Nurses and Quality Improvement Directors

**When:** October 27, 2004, Noon – 4:30 p.m.  
**Where:** Sheraton Hotel and Sioux Falls Convention Center, Sioux Falls, S. D.



**EMTALA 2004 Update:  
What Now?**

Invitations were mailed to all MMIC hospital policyholders. For further information contact Joleen Doty at 888-397-3034, extension 208 or Joleen.Doty@mmihc.com

## Web-based Transcription Service Provides Real World Benefits

Time, staffing issues and cost are driving many health care organizations to make the move to online transcription. A neurosurgery and spine clinic recently did so with great success. The clinic selected HealthScribe, MMIC's online transcription business partner, to improve its documentation workflow while reducing transcription costs.

The clinic's in-house transcriptionists were struggling to keep pace with the growth of the 29-provider practice. In addition, providers delivered services at multiple locations and needed flexibility in where they could access transcription reports.

With Healthscribe's eChart system, the clinic was able to increase the transcription report turnaround time to 24 hours—a significant improvement from the 48 hours or greater turnaround time the clinic had been experiencing. The clinic also used eChart's mobile handheld dictation feature, which worked with their wireless environment, to save additional time by

eliminating the need for doctors to stop at computer terminals to download dictation.

eChart also provided the clinic's doctors with easy access to transcription reports from any location. They could log on to the eChart Web site while visiting patients at any of the clinic's three locations to dictate, retrieve, edit and approve reports.

With eChart, the clinic was able to reduce the expense associated with dictation by only paying for what it used. No large investments in dictation equipment, software and maintenance were required.

Through its partnership with MMIC, HealthScribe has been offering MMIC policyholders discounted pricing for the past two years. For more information, visit MMIC Group Web site ([www.mmigroup.com](http://www.mmigroup.com)) and click Business Services. Or contact the technology sales team at (800) 328-5532, or e-mail [TechnologySales@mmihc.com](mailto:TechnologySales@mmihc.com).

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## Detailed Loss History Reports go Online

For the convenience of policyholders, MMIC has added detailed loss history reports to its secure Web site, [www.mmigroup.com](http://www.mmigroup.com). The reports are updated nightly and available to clinic administrators, agents and brokers.

To access the online loss history reports you must be a registered member of the MMIC Group Web site and registered to have access to the reports. If you are registered for both, the reports will appear in the My Account section of the site.

If you are not a registered member, go to <http://www.mmigroup.com>, click the Register link and set up your profile. Once approved for the secure policyholder section of the Web site, log in to the My Account section and sign up to receive the loss history report. After verification of your information, you will be notified of your access to the reports.

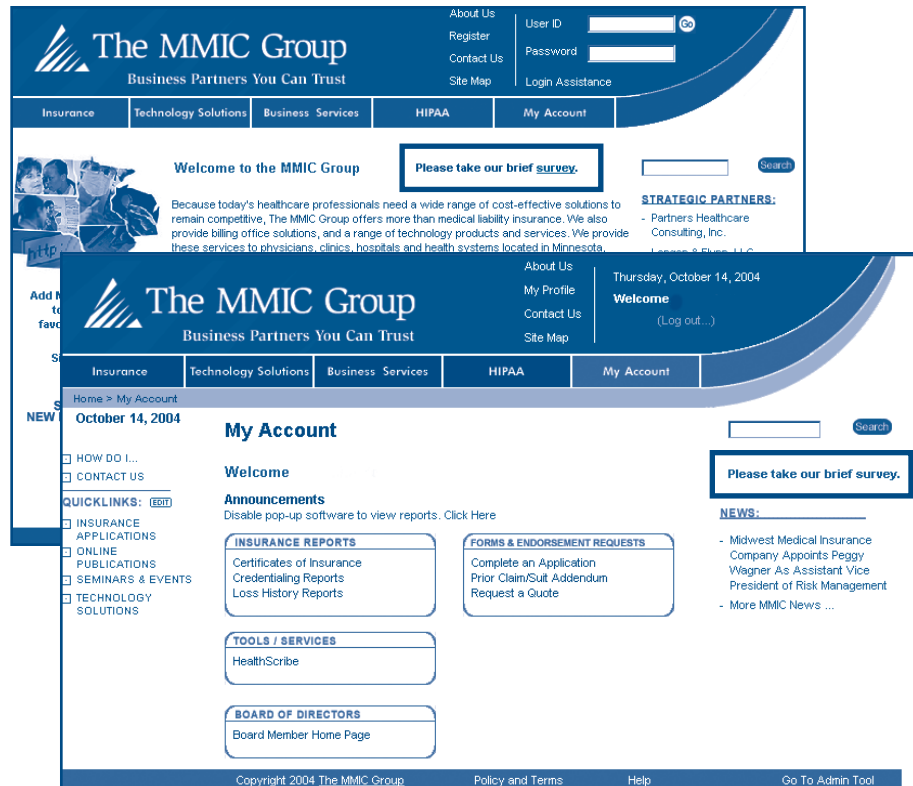
The screenshot displays the MMIC Group website interface. At the top, the MMIC Group logo is on the left, and navigation links (About Us, Register, Contact Us, Site Map) and a user greeting (Welcome, Jim Sn) are on the right. A main navigation bar includes Insurance, Technology Solutions, Business Services, HIPAA, and My Account. The current page is titled 'Loss History Reports' and shows a date of April 9, 2004. It includes a 'Frequently asked questions/Help' link and a description of the reports. At the bottom, there is a 'Report' section for 'ABC Clinic' and an 'Include (check all)' checkbox.

The MMIC Group Web site is a secure, password-protected site. Each report is generated as a PDF file and can be downloaded to your desktop for mailing, faxing or printing.

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## Take our Web Survey

MMIC is enhancing its Web site and would like your help. Visit [www.mmigroup.com](http://www.mmigroup.com) and click on the survey link located on the home page and within the My Account section. Complete the short survey and submit it to us. We'll use the results as we continue to expand and develop features for the Web site.



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