



The Dos And Don'ts When You've Been Served

For easy reporting and quick response, complete our online form:



Or visit curi.com and click "Report Incident" in the top-right menu.

We appreciate this is likely stressful for you and want you to know we are here to support you throughout this process. This leads us to the DO. **Do contact your Curi claims consultant** should you be faced with an incident, claim, or lawsuit.

To best safeguard your interests, we recommend that you **DO NOT**:

- Discuss the incident with anyone else until you've spoken with our claims consultant (including but not limited to posting on social media or texting);
- Make alterations, additions, or changes to the patient's medical record. Do not access the patient's electronic medical records for any purpose other than providing continuing/additional treatment unrelated to the allegations (while it may be natural to want to review the records, we advise against it as it creates an audit trail);
- Conduct your own investigation; and
- Dispose of or destroy any information or documentation (including electronically stored data, e.g. emails, text messages, instant messages, voicemails, etc.) related to the patient and incident.

Recognizing the uncertainty and stress associated with being involved in such an event, Curi offers resources including the [Clinician Peer Consult Program](#). Please feel free to contact us at any time at **800-328-5532**.