

Anticipating Patient Safety Class Actions and Claims in Virtual and Remote Care

The shift to virtual and at-home care can amplify patient safety risks, including misdiagnosis, poor quality advice and inconsistent treatment. Data sharing challenges and lack of interoperability between digital platforms, electronic health records and hospital providers may also be compounding these issues. As a result, we are likely to see a rise in class actions and damages claims associated with patient safety.



1. Design for safety

Involve clinical experts, health professionals and care organizations in the creation of new products and services to anticipate issues. Integrate safety into product development and ensure compliance with all safety standards.



4. Educate patients

Disclose potential risks to patients and healthcare professionals upfront and communicate consistently as interventions progress. Keep everyone in the loop.



2. Establish license to operate

Understand the rules for providing virtual care, including where healthcare professionals should be licensed and requirements for in-person consultation before remote care and monitoring can be introduced.



5. Report and learn from issues

Actively monitor patient outcomes, report on adverse events and find learnings. Ensure these are shared within the organization to prevent repeat occurrences.



3. Create rigorous guidelines and protocols

Set operational protocols and standards, such as confirming patient location, hand offs between clinicians, escalation processes and workflows. Test and update them regularly.

Other Resources

→ [Healthcare & Life Sciences Hub](#)

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