Beazley
Virtual Care

Holistic risk protection for growing digital health businesses.
Holistic risk protection

Virtual Care, is a holistic, flexible risk protection solution that uniquely integrates bodily injury coverage across four core modules to provide comprehensive coverage for the risks that digital health businesses face under one policy:

- **Medical Malpractice & Professional Liability**
  - Medical malpractice coverage is at the heart of Beazley Virtual Care and is included as standard for all customers.
  - Our medical malpractice coverage includes cover for: – bodily injury to any patient caused by a negligent act, error or omission or Good Samaritan act – bodily injury or property damage to any patient caused by an accident – bodily injury to a patient caused by a cyber-incident.
  - Professional liability coverage can also be provided for any actual or alleged act, error or omissions or unintentional breach of contract in the performance of professional services.
  - Optional extras include mitigation costs cover (costs incurred by you in taking action to mitigate the financial consequences of a medical malpractice claim), cover for any financial loss caused by an act of harassment and cover for the costs of responding to an investigation by a medical regulatory authority.

- **Technology & Media Liability**
  - Technology and media liability coverage for any tech products such as computer or telecommunications hardware or software products or related electronic products.
  - The technology and media liability coverage includes:
    - Negligent acts, errors, omissions, misstatements, misleading statement, misrepresentation, unintentional breach of contract and bodily injury in respect of the performance of tech services.
    - Any software copyright infringement with respect to any tech products.
    - Negligent acts, errors, omissions, misstatements, misleading statement, misrepresentation and any unintentional breach of contract if any tech product should fail to perform the function as intended.
  - Media liability includes coverage for defamation, libel, slander, product disparagement, trade libel, infringement of copyright and infringement of domain name, trademark, trade name, trade dress, logo, title, metatag or slogan, service mark or service name.

- **Cyber Liability & Breach Response**
  - Beazley Breach Response (BBR) provides coverage and comprehensive services to protect against a broad range of cyber threats including:
    - Business interruption and dependent business interruption from security breach or system failure.
    - Cyber extortion loss, data recovery loss, data and network liability.
  - And in the event of an incident, the policy will cover breach response for:
    - Legal and computer forensic services.
    - Notifications and call centre services.
    - Credit monitoring, identity monitoring or other personal fraud or loss prevention solutions.
    - Public relations and crisis management expenses.

- **General & Products Liability**
  - Beazley Virtual Care provides full general liability coverage for any accidents which cause bodily injury and property damage.
  - Employee Benefits Liability coverage.
  - Full products liability coverage for property damage and bodily injury caused by your products, including tech products, wearable devices and self-monitoring healthcare devices.
  - Option to include sublimit for Product Recall.
Covid-19 has accelerated the shift to digital health and wellness provision. Practitioners, businesses and individuals are rapidly accepting that technology plays a valuable role in managing all kinds of interaction – from health and wellness sessions through to remote medical assessment and diagnosis, advice, monitoring and referrals.

But while the ability of technology to support interactions is driving both improved take-up of services and greater efficiency, the rapid adoption of new business models has also created a web of complex and interconnected risks and challenges. These are not just around diagnosis, treatment and care, but also technology, data privacy and regulatory compliance.

From an insurance perspective, it can be hard to connect the dots between the multiple lines of coverage that digital health businesses require and the carriers that provide them. The pitfalls of this situation are clear – patchwork solutions can lead to gaps in cover and make claims handling, coordination and renewals very complex.
Many of the businesses in the digital health space are new entrants to the market. Others are established businesses further along in their lifecycle. Whatever their stage of development, they need specialist insurance to protect their operations. The trouble is, they are unlikely to know what coverage they need at which stage of their development.

For example, a telemedicine doctor might initially want medical malpractice coverage and then add in technology liability and cyber liability later as the service gets more established.

Alternatively, a larger more established firm might want the full package of coverage but choose to have a separate cyber policy to provide higher coverage limits, depending on the nature and sophistication of the firm’s offering.

That is why Virtual Care offers four core coverage modules to provide comprehensive risk protection for the risks that digital health businesses face under one policy.

- Medical Malpractice & Professional Liability
- Technology & Media Liability
- Cyber Liability & Breach Response
- General & Products Liability.

Our solution

Virtual Care is a unique, holistic, flexible risk protection package that combines medical malpractice, products liability, cyber liability, and technology E&O with bodily injury coverage, that is easy to work with. Just one policy to endorse and renew - beautifully designed to provide integrated, tailored coverage for growing digital health businesses.

An evolving digital health risk landscape

Healthcare and lifestyle professionals are well-versed in medical malpractice, bodily injury and professional liability exposures, however, many are unaware of the risks that arise when they move their business online, such as data privacy and protection, cyber risk, technology products liability and media liability risks.

Whereas technology businesses typically understand cyber and data breach liabilities and products liability, but they may not be aware of the bodily injury, medical malpractice, or professional liability risks they may face if the technology fails or malfunctions.

Typically, insureds purchase individual policies for each risk class and this can result in gaps in coverage and complications when it comes to a claim.

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- Cyber Liability & Breach Response
- General & Products Liability.
The kind of risks that digital health clients face

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<th>Cyber</th>
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<td><strong>Unintended disclosure</strong> – An IT vendor had inadvertently unsecured a file containing over 30,000 patients’ billing information such that it was searchable on the internet using search engines such as Google. The hospital discovered the incident during security testing when a larger healthcare system acquired the hospital. The information exposed included names, date of births, addresses, treatment information, and insurance information. The hospital utilised outside legal, forensics, notification services, a call centre, credit monitoring and crisis management. The hospital was investigated by multiple regulatory authorities.</td>
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<th>Tech Services, Tech Products &amp; Media Liability</th>
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<td><strong>Failure to function as intended</strong> – The insured is a software computer company specializing in converting medical data, usually from an upgrade or switching eletronical medical record (EMR) software. The claimant brought a medical malpractice claim against their healthcare provider and two doctors for improperly prescribing a drug. The insured was brought in as a third-party defendant and the compliant alleged that the patient’s medical records were not properly transferred from one EMR software to another, which led to improperly prescribing the wrong drug.</td>
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<td><strong>Failure to diagnose</strong> – The claimant, a 29 year old female, alleged that the insured providing telehealth services prescribed contraindicated birth control pills, resulting in a catastrophic and life-altering stroke. Investigation by defence counsel determined that claimant had initially provided a medical history of migraines without auras, and was prescribed a 3 month supply of birth control pills. About one year later, the claimant filled out a new history and indicated migraines with auras, for which the birth controls pills prescribed is contraindicated, and was started on another prescription.</td>
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| Failure to treat/monitor – The insured provides telemedicine health counselling. A claimant submitted a complaint in which she reported abdominal pain and asked if she was able to travel. The insured’s doctor wrote an antacid prescription and said she was able to travel. The doctor said she should go in and get examined if abdomen was distended. On the way to the airport the claimant needed to change course and head to the emergency room instead and was found to have a ruptured appendix, requiring emergency surgery. |
Virtual Care gives you the flexibility to choose how you configure the cover to suit your client’s risks as their business grows, helping them to mitigate their exposures as their risk landscape evolves. Our expert team is happy to discuss the cover and territory options with you.

We offer a range of optional product extensions including:

• Mitigation costs, abuse and harassment liability, medical regulatory costs
• Claims due to loss of documents, reputational damage costs
• Sublimit for Product Recall.

Territory
Worldwide

Claims
We have dedicated claims experts for each of the key areas of liability within Virtual Care including healthcare, technology and cyber to make handling a claim as seamless as possible.

Who we can insure

Telehealth/telemedicine – medical providers (doctors, psychiatrists, psychologists, nurse practitioners, physician assistants, therapists, registered nurses; hospitals and other medical facilities; dentists and many other ancillary providers) that use technology to deliver virtual health consultations, including diagnosis, and treatment and care recommendations and pharmacy fulfilment.

mHealth providers – technology companies focusing on wearables, apps and mobile technology to provide access to healthcare support and monitoring.

Med tech – platforms, analytics, and software developers that make digital health possible.

Lifestyle & wellness – individuals and businesses supporting lifestyle and wellness choices in a variety of spheres including exercise, diet, emotional, physical and mental wellbeing.

Life science – telemedicine and telehealth companies providing remote monitoring of clinical trials, products or testing procedures.

Our current Virtual Care book of business
We have a well-balanced book of global digital health business.
Medical

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Contact us

To find out how we can help your digital health clients please contact a member of our Virtual Care team.

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