

Client Profile

KATHERINE REYNOLDS PSYCHOLOGIST



After training as a psychologist, Katherine Reynolds spent 12 years in South Australia's community mental health service. In 2016 she went into private practice, initially within a GP surgery then in practice with four other psychologists.

Although Katherine had been with Insurance House for seven years, she had never needed to make a claim until one of her clients took his own life in 2018.

KATHERINE REYNOLDS' STATS

- Psychologist in private practice
- Insurance House client since 2011

Insurance House products used:

- Medical Malpractice

THE CHALLENGE

The process following a suicide takes a long time. If there is any uncertainty about the cause of death, or it is suspected to be the result of a systemic problem, it is likely to result in a coroner's investigation. For a psychologist, it is an extremely distressing situation – so Katherine was relieved to get prompt support and advice from her insurer.

"Calling Insurance House was not like contacting an ordinary contact centre," Katherine says.
"It was incredibly reassuring to get calm, confident advice."



It was exactly the sort of support you want in that kind of situation. I felt I had my insurance company and a lawyer at my back."

THE INSURANCE HOUSE SOLUTION

Katherine was put in touch with a local law firm with deep experience of the coronial process. They immediately helped her amend the statement the police drafted after interviewing her.

"The police have a different focus to lawyers, and there was a level of detail missing," Katherine says.

"The lawyer helped me reshape the statement to make it more holistic. They also explained all my rights and responsibilities, and advised me on the most prudent way to respond."

THE BUSINESS BENEFITS

Katherine says,

"I was very, very happy with the support I received from Insurance House. They always followed up phone calls promptly, and they engaged an excellent law firm for me. It was exactly the sort of support you want in that kind of situation. I felt I had my insurance company and a lawyer at my back."

"It's like someone has their eye on you as a professional," she finishes. "I'm always trying to do the right thing in my job – and I was engaging with professionals who are experts in their job!"



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