



## SDA Mediation Service

### Flowchart for Mediation Cases



**Note:**

- SDA can only begin negotiation when BOTH parties agree to proceed with mediation
- SDA reserves the right to insist all parties sign a mediation agreement before commencing mediation.

To the public and our colleagues, our pledge to you is that we will try to be fair and efficient in the process of mediation. Our objective is to resolve your dispute in a way that is acceptable



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Helping You Find Resolutions

**The Mediation Service** of the Singapore Dental Association (SDA) is provided by dedicated volunteers committed to amicably resolving, through mediation, disputes related to the Dental Profession.

In our modern society, miscommunications often result that are unnecessarily channeled to the legal system for resolution. Such course of action consumes much time, energy and expense for all parties involved.

Our aim is to facilitate identification of practical solutions that are acceptable to both parties.

The purpose of this brochure is to help give a better understanding of the following:

- 1) What is Mediation?
- 2) What are the ground rules of mediation?
- 3) How can I request for mediation?

### ➡ What is Mediation?

Mediation is a non-adversarial problem solving process. It usually involves

- Identification of the key issues involved
- Facilitation of constructive negotiation and
- Exploration of ways of settling the issue.

Parties involved are in control of outcome and do not run the risk of adverse decisions imposed upon them by a judge or arbitrator.

Mediation is not a process of faultfinding and does not involve passing judgment on either party. It is a process that allows both parties to work towards an appropriate and acceptable settlement for themselves.

### ➡ What is Mediation?

- A) SDA Mediation Service is without prejudice and all discussions related to a case will not and cannot be used in a Court of Law.
- B) SDA Mediation Service will not pass judgment on either party and will not testify for or against either party in a Court of Law.
- C) SDA Mediation Service is indemnified against any claims from either Party in handling Cases of Mediation.
- D) SDA Mediation Service serves the right to refer cases to alternative avenues if deemed necessary or appropriate.
- E) All details and information regarding Cases handled by SDA Mediation Service are regarded as confidential, however, aspects of the cases can be used for educational purposes.
- F) SDA Mediation Service will not mediate any Case that is being investigated by other bodies.
- G) SDA reserves the right to insist that all parties sign a mediation agreement before commencing mediation, furthermore, upon resolution of the case, parties are required to sign a settlement and discharge form.

### ➡ How do I request a mediation?

SDA Mediation Service only accepts requests for mediation via E-mail or Letter.

Save in exceptional circumstances, the SDA Mediation Service will not mediate Cases when more than six months have passed since the completion of treatment.

The following information must be clearly provided in the E-mail or Letter when requesting mediation:

- i) Name and I/C No. of complainant
- ii) Name and I/C No. of patient (if different from complainant)
- ii) Nature of issue(When, where and what incident occurred)
- iii) Name of dental practice ( and practitioner if appropriate)
- iv) Contact no./ e-mail of complainant

Any person requesting Mediation by SDA Mediation Service must agree to allow the SDA Mediation Service to inspect his or her treatment records and provide any other information that the SDA Mediation Service may reasonably require.

Any Dentist agreeing to allow the SDA Mediation Service to mediate must agree to allow the SDA Mediation Service to examine the treatment records of the Patient and to provide all documentation and render assistance that the SDA Mediation Service may reasonably require.

Upon the receipt of the E-mail or Letter requesting Mediation, the SDA Mediation Service will send an Acknowledgement to the complainant and notify the Dentist Concerned.

Please note that SDA can only begin mediation when BOTH parties agree to proceed with mediation. Therefore, a reasonable time has to be set aside to await the replies of both the complainant and the dentist.