

# Business Interruption Insurance Case Study

## Minimising patient disruption at Boronia Medical Centre

### Nature of business

Medical clinic

### Cause of loss

Fire and theft

### Insurance products

Property Damage –  
Building and contents

Theft – Contents

Business Interruption –  
Gross Income

A third party broke into Boronia Medical Centre and started a fire, but quick thinking from Vero helped the practice reopen just 48 hours later.

A third party broke into Boronia Medical Centre, smashing a window and starting a fire in one of the consulting rooms. The fire escalated quickly, trapping the culprit inside and requiring a rescue by local firefighters. The door to the affected consulting room was closed, preventing the fire from spreading throughout the building.

The broker reported the claim immediately, flagging that Boronia Medical Centre had a high percentage of patients requiring regular appointments for ongoing health management, so a quick solution was paramount.

Vero's Senior Property Loss Adjuster arrived on the scene just a few hours later.

"The same day that a case is reported a case manager is appointed, which is great, because we're authorised to make decisions immediately," the adjuster explains. "I was able to reach out to the insured on the same day as the incident and organise to meet her on site that afternoon."

Vero's preferred service provider Rizon Building was immediately engaged to save time.

"I teed up the builder to meet me on site that afternoon," says Vero's Senior Property Loss Adjuster, "because the building wasn't secure – not ideal for a medical centre – the builder worked that afternoon and evening to secure the place."



Talk to a Vero representative today to find out how we can help you.

[vero.com.au/broker](https://vero.com.au/broker)

# Business Interruption Insurance Case Study

## The damage

After a thorough survey, Vero's Senior Property Loss Adjuster reported the following damage:

- ▼ Smoke deposits throughout the entire ground floor.
- ▼ In one consulting room, the wall unit, desk, computer, telephone, blood pressure monitor, foetal monitor and additional office equipment were all destroyed beyond repair.
- ▼ Elsewhere, a large window panel had been smashed, a bicycle stand pushed over, several internal doors forced in and plaster walls damaged.
- ▼ The electrical switchboard was damaged by the fire, which caused a power outage resulting in the loss of vaccines amounting to \$60,000.
- ▼ The practice also suffered loss of business on the morning of the fire, causing the practitioners to advise patients from the carpark of the building. Although home visits increased during this time of disruption, the practice suffered severe loss of revenue on the day of the incident.

Fortuitously, the practice had a comprehensive business interruption policy in place, covering them for up to \$3.5million.



## Vero's response

After a discussion with the Medical Centre Practice Manager, Vero worked with the builder to put a plan in place, with the goal of getting the practice operating again as quickly as possible. Vero also organised cleaning crews, recarpeting and painting work to begin that same evening.

Vero prioritised the restoration of power, making the decision to engage the practice's usual electrician, saving time and money while supporting the local community.

With cashflow a serious concern, together with the broker, Vero recommended an interim payment of their full settlement amount as soon as possible to help cover immediate costs. This was arranged, and the amount received by the insured within two weeks.

"There was essential medical equipment destroyed in the room," explains Vero's Senior Property Loss Adjuster. "It wasn't only the building – it was a contents claim as well – so there was a substantial progress payment made to help cover these costs."

Vero worked with the builders to create a temporary consulting space while major repairs to the damaged room took place. Just 48 hours after the fire the practice reopened its doors and all doctors were able to consult. As a result, the centre remained as close to 'business as usual' as possible throughout the entire repair period.

During the six-week repair period, Vero was in daily contact with the builder and broker, keeping everyone informed and on-schedule throughout the process. Vero established regular check-ins to ensure minimal interruption and passed on relevant feedback to the builders. All noisy and invasive building works were carried out after hours, ensuring the refurbishing process caused minimal disruption.

Through a creative solution and cooperation between all the parties involved, the insured remained open throughout this period, and the community received continued access to medical care throughout the entire process. In addition to the public health benefits, this approach also minimised the insured's loss of consulting fees, as well as any ongoing losses caused by patients changing doctors.



**Talk to a Vero representative today to find out how we can help you.**

**[vero.com.au/broker](https://vero.com.au/broker)**