



Last revision – Oct 2019

## Open Disclosure Policy

Open disclosure is a central aspect of good clinical practice for health care practitioners.

Open disclosure must be conducted when there has been an adverse event that may or has lead to patient harm. As a healthcare consumer, you have a right to know if any health service you use may have compromised your care or resulted in an unexpected outcome.

Disclosure has been shown to reduce the incidence of medicolegal events and is considered a benchmark for practice, bringing a minimum standard for healthcare consumers to expect.

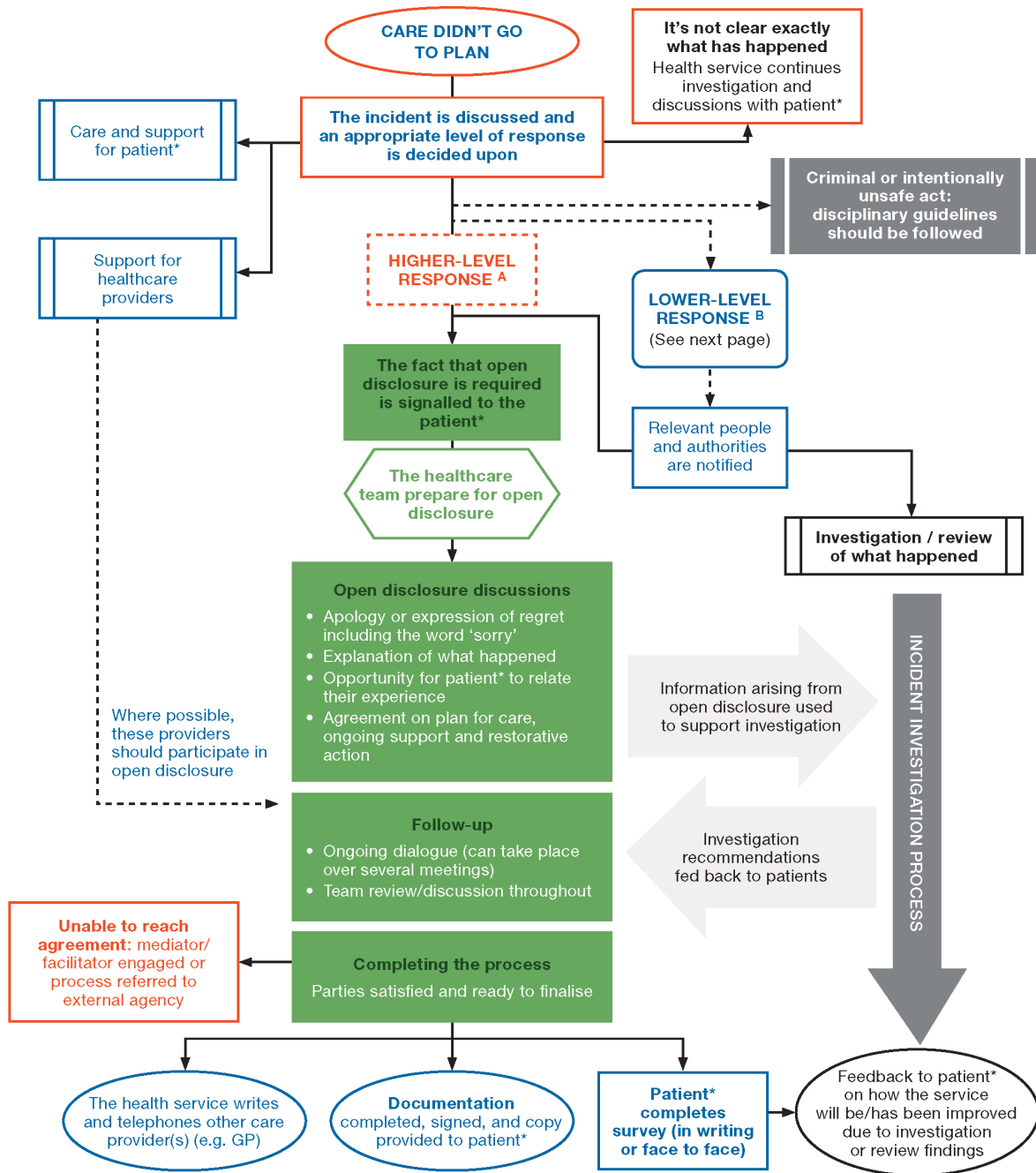
It involves the following aspects:

- Open and timely communication. Communication must occur even when all of the facts are not always known. An example may be anaphylaxis, where formal testing may not occur for several weeks. Other examples including aspiration, neuropathy, deep vein thrombosis or wrong site procedures.
- Acknowledgement of the harm suffered
- An apology or expression of regret
- Recognition of reasonable expectations
- Staff support
- Good clinical governance
- Confidentiality

The following pages are a guideline of steps used in open disclosure. All open disclosure discussions are handled in a multidisciplinary manner. For example, the anaesthetist, dentist and registered nurse must approach the patient together, and this should be done in a private and confidential manner.

You have the right to request an interpreter or language support in the event that they are from a non-english speaking background (NESB) or additional support if you are from a culturally diverse background.

# Open disclosure flow chart for healthcare consumers



\*The term **patient** includes the patient's support persons such as family members, carers, friends etc.

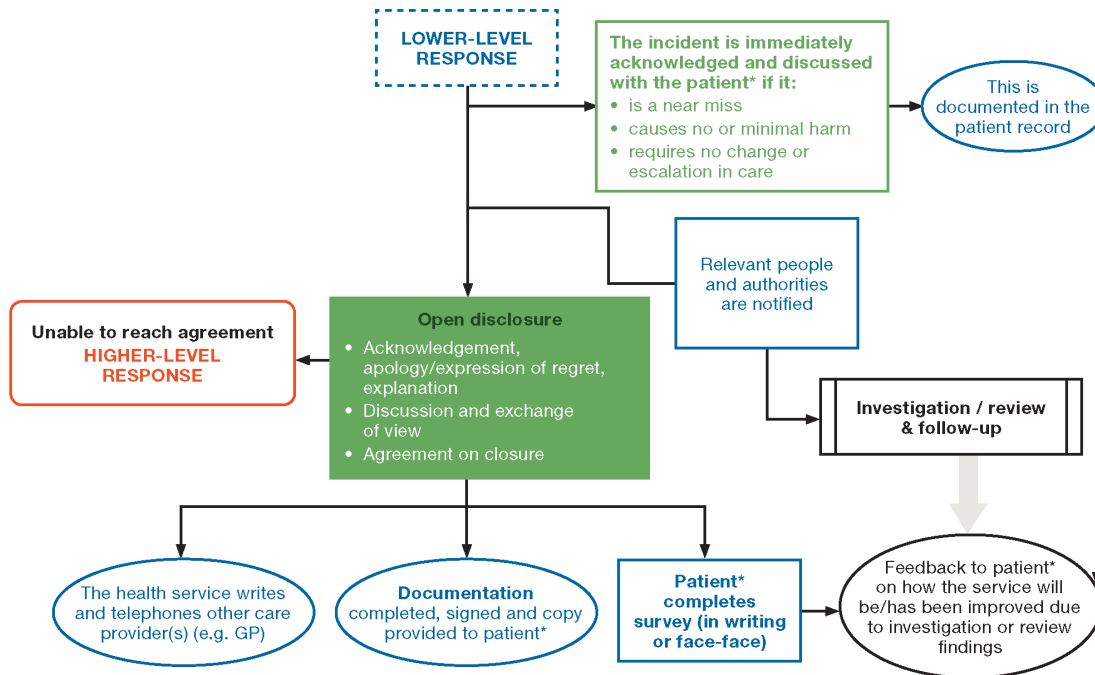
#### A General indications – higher-level response:

1. Death or major permanent loss of function
2. Permanent or considerable lessening of body function
3. Significant escalation of care / change in clinical management
4. Major psychological or emotional distress
5. At the request of the patient

#### B General indications – lower-level response:

1. Near miss / no-harm incident
2. No permanent injury
3. No increased level of care required
4. No, or minor, psychological or emotional distress

# Open disclosure lower-level response flow chart for healthcare consumers



\*The term **patient** includes the patient's support persons such as family members, carers, friends etc.