

Disclosure...it's the right thing to do. Critical incidents do happen.

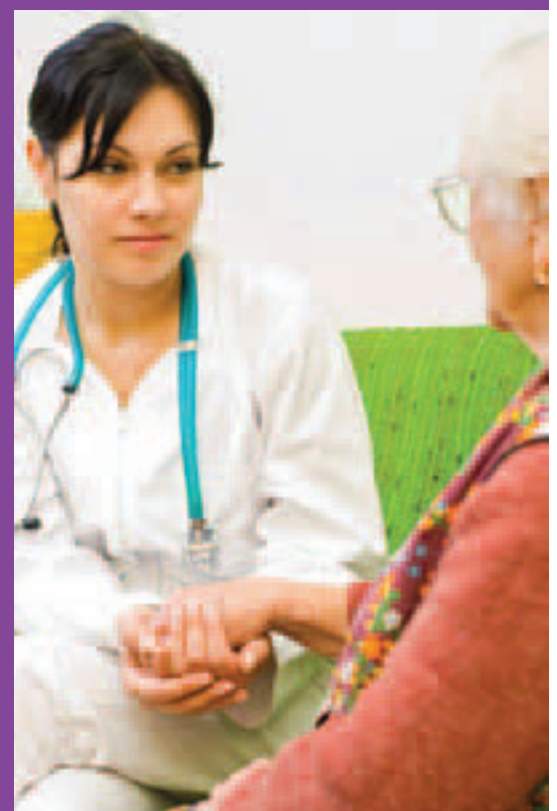


What needs to be done?

This organization has a policy to guide disclosure. This disclosure process includes telling people:

- The facts about what happened.
- We apologize that it happened.
- The consequences to the patient/resident.
- Actions we are taking to address the situation.
- Actions we are taking to try to prevent the same thing from happening to someone else.
- Who the key contact person is and offering to arrange follow-up meetings.

Upon request, the organization provides patients/residents and families with a copy of the disclosure record free-of-charge.



For more information, contact:



Refer to your organization's policy and your profession's code of ethics.

Adapted with permission from: Australia Commission on Safety and Quality in Health Care; Health Quality Council of Alberta; and British Columbia Patient Safety & Quality Council