

# Disclosure...your right to be informed

Critical incidents do happen.



## What can you expect?

- The facts about what happened.
- An apology.
- An explanation of how it affects you.
- An explanation of actions taken to address your situation and to try to prevent the same thing from happening again.
- The name of a key contact person and an offer to arrange follow-up meetings.
- Upon request, 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