

Every patient/consumer has the right to be treated with care, consideration and dignity.

At this health service we respect this right and we're committed to improving the safety and quality of the care we deliver.

That's why we have a policy of open disclosure with you if an incident occurs.

Open disclosure assists patients /consumers when they are unintentionally harmed during health care to know what to expect.

This brochure aims to inform you, the patient/consumer, your family, carer and/or support person about open disclosure.



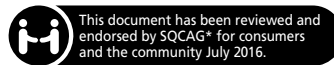
If you need to have an interpreter or translator present, please tell the healthcare staff. They will arrange interpreting and translating services, for you.

## Is there any other information available?

An Open disclosure guide for patients/consumers is also available on the SA Health website at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

### For more information

**SA Health**  
**Safety and Quality Unit**  
**Telephone: 08 8226 6539**  
**[www.sahealth.sa.gov.au/safetyandquality](http://www.sahealth.sa.gov.au/safetyandquality)**



This document has been reviewed and endorsed by SQCAG\* for consumers and the community July 2016.

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\*SA Health Safety and Quality Community Advisory Group.



Safety and Quality  
TOOL 4

# Open Disclosure

Patients/  
consumers  
brochure



More than 200,000 people are treated in Australian hospitals each day. Occasionally an incident occurs and a patient can be harmed unintentionally.

Australian health service organisations are working to improve the way incidents are handled.

Part of improving the way they manage these situations is by being open with you about what happened.

The process of communicating with you when things haven't gone as expected is called open disclosure.

## What is open disclosure?

Open disclosure is open discussion about an incident that happened during care.

If you have been harmed during your treatment, your doctor, nurse or other healthcare worker should talk with you, your family, carers and/or support persons about it.

Health services encourage their staff, as well as patients/consumers, their family, carers and/or support persons to identify and report when things go wrong or when patients/consumers are harmed so that care can be improved.

## When should open disclosure occur?

Most incidents are minor or are found before they affect you. For things which don't result in harm, your doctor or nurse will talk with you about what went wrong as soon as they are aware of the incident.

If you are seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held to discuss what happened.

If you think a serious incident has occurred which has not been acknowledged, tell your doctor, nurse or other healthcare staff.

## What is the benefit of open disclosure?

Open disclosure is designed for when things don't go to plan in health care. Staff will:

- 1 inform you, and help you to understand what happened with your care
- 2 let you know what is being done to investigate what happened
- 3 explain the consequences of the incident for you and your family, carer and/or support person
- 4 assist you with any support you may need
- 5 let you know the steps the health service organisation will be taking to make care safer in the future.