



A team you can trust

OPEN DISCLOSURE

Wahroonga Family Medical Practice actively promotes Open Disclosure

Open disclosure is a process for ensuring that open, honest, empathic and timely discussions occur between patients and/or their support person(s) and health provider following a patient safety incident. Open disclosure is an integral part of incident management in Wahroonga Family Medical Practice, and is a key element of the early response and investigation of serious patient safety incidents.

Open disclosure discussions between patients and their health provider are required whenever a patient has been harmed, whether that harm is a result of an unplanned or unintended event or circumstance, or is an outcome of an illness or its treatment that has not met the patient's or the clinician's expectation for improvement or cure.

Open disclosure is:

- A patient's and consumer's right
- A core professional requirement of ethical practice and an institutional obligation
- A normal part of an episode of care should the unexpected occur, and a critical element of clinical communications
- An attribute of high-quality health services and an important part of health care quality improvement.

For more information go to:

<https://www.safetyandquality.gov.au/our-work/open-disclosure/>

Adverse events and open disclosure –

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/implementing-australian-open-disclosure-framework-small-practices>