

Open disclosure

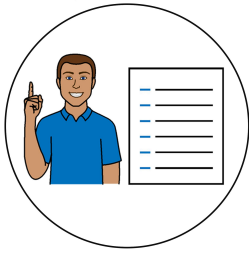
How to prepare and what to ask

**Australian Commission on Safety
and Quality in Health Care**



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

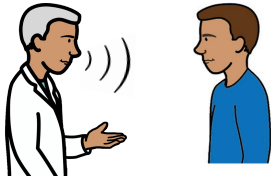
- read this book
- know what this book is about



- find more information.

About this book

This book is from the Australian Commission on Safety and Quality in Health Care.



This book is about **open disclosure**.

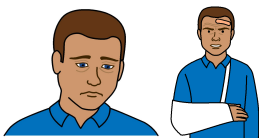
Open disclosure is when your **healthcare provider** talks to you about something that went wrong which harmed you.



A healthcare provider is a person that helps look after your health.

For example, a doctor or dentist.

During open disclosure your healthcare provider will talk to you about the **health incident**.



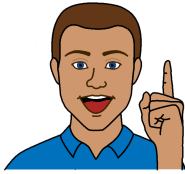
A health incident

- means something has gone wrong and you are harmed in some way



- can happen while a healthcare provider is looking after you.

What are your healthcare rights?

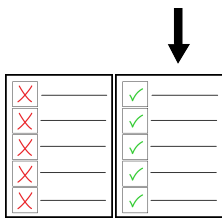


You have the right to

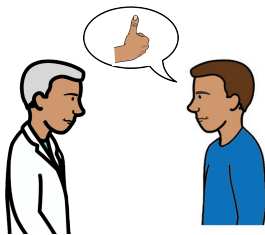
- know what went wrong with your health care



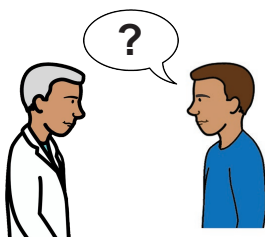
- know how the health incident may affect you



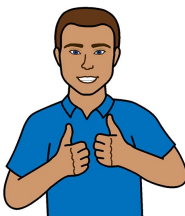
- know what changes are being made to stop the health incident from happening again



- share your ideas about how to make health care services better

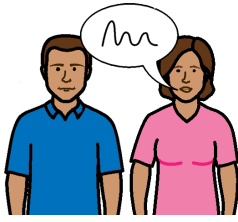


- ask questions if you want more information.



You have the right to say what you think without it affecting your care.

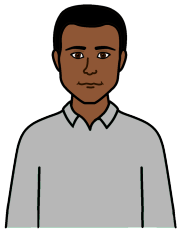
Who can support you?



You have the right to get the support you need.

You may get help from an

Indigenous Liaison Officer.



An Indigenous Liaison Officer is a person who supports Indigenous people and their families.



You may get help from a **counsellor.**

A counsellor is a person you can talk to about your problems.

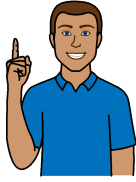


You may get help from an **interpreter.**

An interpreter is a person who gives your message from 1 language to another.



You may get help from an **advocate**.

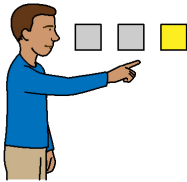


An advocate can help you

- understand information

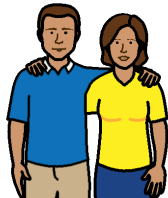


- say what you want



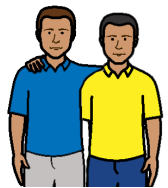
- make decisions.

You may choose to have someone join your open disclosure.



For example, you may ask

- a family member



- a friend



- your carer.

You **may** be able to get money to help pay for things you need to get health care.

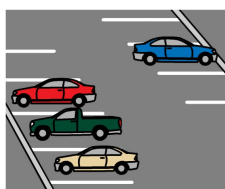
For example, you may get help to pay for



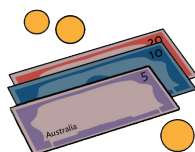
- transport



- food



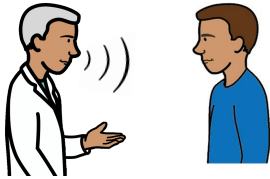
- parking.



You will need to check with your healthcare provider to see if you can get help with money.

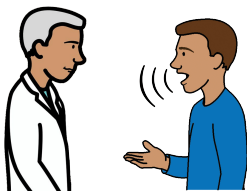
What happens when there is a health incident?

When a health incident happens your healthcare provider should

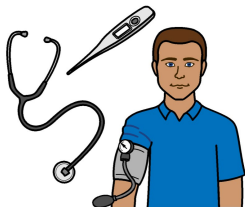


- say sorry

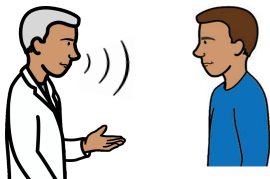
- tell you what went wrong



- listen to you



- care for you after the health incident



- tell you how the health incident may affect you and your care.

You and your healthcare provider may choose to have **open disclosure meetings**.



An open disclosure meeting is when you and your healthcare provider talk about your health incident.



You can get someone to help you decide what to do.

For example, an advocate or family member.

You may choose

- to start open disclosure meetings

or

- **not** to start open disclosure meetings.



What are the steps for open disclosure meetings?

The way your healthcare provider will handle the open disclosure meetings will depend on

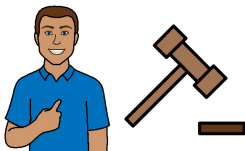


- what happened to you



- what you need.

1. What happens before open disclosure meetings?

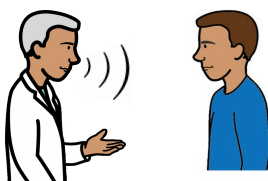


Your healthcare provider should

- tell you about your healthcare rights



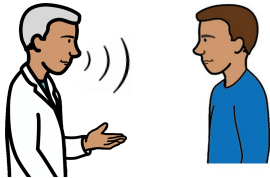
- tell you who can support you



- plan to meet with you to talk about the health incident as soon as possible.

2. What happens during open disclosure meetings?

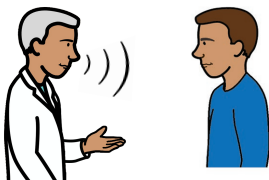
Your healthcare provider should



- say sorry



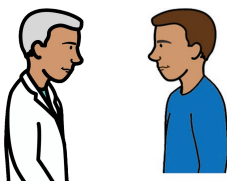
- listen to you



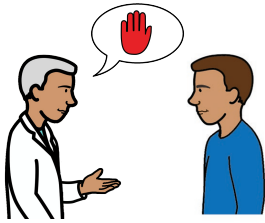
- tell you how the health incident may affect you or your care



- tell you how they are checking what went wrong.



You may meet more than 1 time to talk about what happened to you.

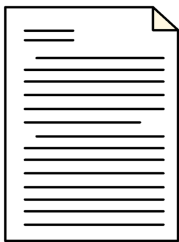


Your healthcare provider should

- tell you how they will stop the incident from happening again



- make a plan with you on how to continue your care

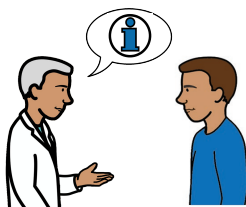


- make an **open disclosure plan** with you.



An open disclosure plan will say what you want to happen in future meetings.

3. What happens during follow up meetings?



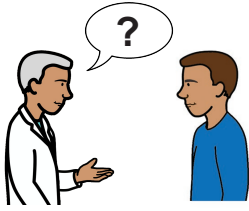
Your healthcare provider should

- tell you if they find new information



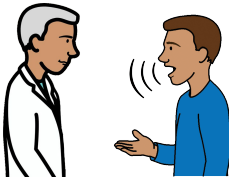
- tell you what changes are being made.

4. What happens at the end of the open disclosure meetings?



Your healthcare provider should

- ask if you need anything



- listen to what you have to say



- write down what you talked about and give you a copy of the document



- tell you that you can make a **complaint**.

A complaint is when you tell someone that you are **not** happy about something.

For example, if your needs are **not** met.

What can you do before the open disclosure meeting?

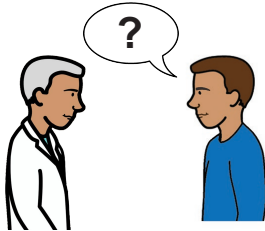


You may want to write down

- when the health incident happened



- what happened after the health incident.



You may want to ask

- how the incident happened



- how the health incident may affect you and your care.



You should think about if you want

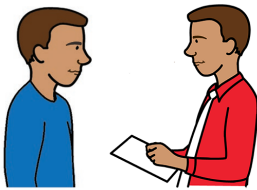
- someone to be with you during the meetings



- a second opinion about your health care.

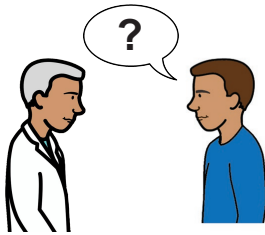
What if your needs are not met after the open disclosure meeting?

If your needs are **not** met after your open disclosure meeting you can talk to someone.



You can

- talk to the manager at your health care service



- ask your healthcare provider how to make a complaint



- call your state or territory health care complaints service



- talk to a lawyer about what happened.

Open disclosure is different from making a complaint.

Your health service contact details



Write your health service contact's name in the box.



Write your health service contact's job in the box.



Write your health service contact's phone number in the box.



More information

You can read our open disclosure booklet safetyandquality.gov.au/OD-booklet



You can read our open disclosure framework safetyandquality.gov.au/AODF



Scan our **QR code** to read our frequently asked questions or FAQs.



A QR code is a code you scan with your phone or iPad to see a website.



You can read our FAQs on our website safetyandquality.gov.au/open-disclosure

If you do **not** speak English you can call the Translating and Interpreting Service or TIS.



Call 131 450

You can call anytime.



If you need help to speak or listen use the **National Relay Service.**

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Website

communications.gov.au/accesshub/nrs



Give the relay officer the phone number you want to call.

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