

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

At Canberra Hospital and Health Services we respect this right, and we are committed to improving the safety and quality of the care we deliver. That is why we have a procedure for open disclosure for when things do not go as planned with the care we provide. Open disclosure assists patients, families and carers when the patient is unintentionally harmed whilst receiving health care.

This leaflet aims to inform you, (the patient, families and carers) about the open disclosure process.

Your feedback is valuable and assists us to continuously improve the quality of services and care we provide. As part of an open disclosure process the staff will offer you the opportunity to provide feedback about your experience.

## For more information

### Contact the following:

**Consumer Feedback and Engagement Team**  
on 02 6207 7627 or  
email: [healthfeedback@act.gov.au](mailto:healthfeedback@act.gov.au).

**ACT Health Listening and Learning Form**  
are also available from Canberra Hospital and Health Centre's or online at  
[www.health.act.gov.au](http://www.health.act.gov.au)

### Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit:  
[www.health.act.gov.au/accessibility](http://www.health.act.gov.au/accessibility)

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# OPEN DISCLOSURE

## of things that don't go to plan

A guide for patients



**More than 200,000 people are treated in Australian hospitals each day. Occasionally something goes wrong and a patient is harmed unintentionally.**

Canberra Hospital and Health Services is working to improve the way we handle things that go wrong. Part of improving the way these situations are handled is by being open with you about what happened. The process of communicating with you when things have not gone as expected is called open disclosure.

## What is open disclosure?

- Open disclosure is open conversation about incidents that caused harm to a patient.
- If you have been harmed during your treatment, your doctor, nurse or other health care worker should talk with you about it.
- Canberra Hospital and Health Services require staff, and encourage patients and their family or carers, to identify and report when things go wrong or when patients are harmed so that care can be improved.
- This is not a legal process and therefore legal representation at meetings cannot be part of the open disclosure process

## When would open disclosure occur?

- Most things that go wrong in health care 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 in the same way they talk with you about other aspects of your treatment.
- They should talk with you as soon as they are aware of the incident.
- If serious harm has occurred you will be informed as soon as possible and an open disclosure process will begin.
- If you think a serious incident has occurred which has not been acknowledged, tell your doctor or nurse. You can also contact the Consumer Feedback and Engagement Team on 6207 7627 or email: [healthfeedback@act.gov.au](mailto:healthfeedback@act.gov.au). ACT Health Listening and Learning Form are also available from Canberra Hospital and Health Centre's or online at [www.health.act.gov.au](http://www.health.act.gov.au)

## What is the benefit of open disclosure?

Open disclosure is designed for when things go wrong in health care. Open Disclosure will:

1	help you understand what went wrong with your care;
2	let you know what is being done to investigate what went wrong;
3	explain the consequences of the incident for you and your care;
4	assist you with any support you might need; and
5	let you know the steps that Canberra Hospital and Health Services will be taking to make care safer in the future.

## Is there any other information available?

There is a booklet for patients 'Open disclosure of things that don't go to plan in health care' on the Australian Commission on Safety and Quality in Health Care's website at: [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

You can download the booklet or ask your doctor, nurse or other health care provider to download a copy for you.

The Human Rights Commission also deals with Health Service complaints and you can contact them on 6205 2222 or [www.hrc.act.gov.au](http://www.hrc.act.gov.au)