

Your information

If needed the following information should be provided by the relevant staff member to assist you to make contact with your health care team in the future.

Patient name: _____

Medical Record number: _____

Consultant: _____

Contact person: _____

Telephone number: _____

Other information: _____

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Compiled by: Customer Service Unit

Email: ogccu@health.wa.gov.au

Website: <http://wnhs.health.wa.gov.au>

Produced by: Women and Newborn Health Service

© February 2011 WNHS 0569 Rev 1

Revised June 2012

This information is available in alternative formats upon request

WOMEN AND NEWBORN HEALTH SERVICE

King Edward Memorial Hospital

374 Bagot Road Subiaco WA 6008

Telephone: (08) 9340 2222

The WA Open Disclosure Policy: Communication and Disclosure Requirements for Health Professionals Working in Western Australia, is an initiative of the Office of Safety and Quality in Health Care, Department of Health.



Government of Western Australia
Department of Health



Delivering a Healthy WA

Open Disclosure



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

At the Women and Newborn Health Service (WNHS) we respect this right and are committed to improving the safety and quality of the health care we deliver.

In Australia we can expect to receive the safest care available when we visit a health care professional or facility. However sometimes things may not work out as expected.

When a patient's health care does not go as planned and the patient is unintentionally harmed, this is known as a clinical incident.

WNHS has a policy called Open Disclosure, to inform and assist patients or parents if they or their baby experience a clinical incident. The guiding principles of this policy include that patients receive:

- Open, supportive and timely communication.
- Acknowledgment that a clinical incident has occurred.
- An apology for the harm that resulted from the incident; recognising that the apology is not an admission of liability.

Patients have the right to know what has happened and why.

What happens if your care does not go as planned?

There will be an appropriate and rapid response to make sure that unintentional harm is minimised.

If a clinical incident does occur, we will provide information to you through a process of open disclosure.

This process will inform you and/or your nominated family member, carer, or another person of your choice (support person) as soon as possible after the incident.

Information will not be disclosed to relatives/ carers without your consent.

Further discussions will be arranged by your medical team to explain what has happened and they will make arrangements for you or your baby's ongoing care.

An evaluation of the incident will occur to find out exactly what went wrong and why it went wrong. This type of review is done to prevent or reduce the possibility of a similar situation from happening in the future.

You can find further information about Clinical Incident Management in Western Australia from the Office of Safety and Quality in Health Care

www.safetyandquality.health.wa.gov.au

How do you find out more information?

If you or your baby have been involved in a clinical incident whilst in our care a member of your treating team will have spoken to you or your support person about what happened. If you require further information, guidance or support for either your or your baby's ongoing care you are able to:

- Contact the Patient Advocate on (08) 9340 1559 or the Customer Service Unit on (08) 9340 1444 if you wish to make a complaint.
- Make contact with your health care team using the contact information provided on the back page of this form.
- Request that a support person of your choice be present at any related discussions.
- Ask for a second opinion from another health care professional.