Open Disclosure Process

The initial Open Disclosure should include:

1. An expression of regret without assigning blame.
2. A statement of known clinical facts without opinions or generalisations.
3. Focus on patient’s concerns/questions.
5. Outline any short-term/long-term effects.
6. A discussion about what happens next.
7. Your contact details.

For further information please contact the Office of Safety and Quality in Healthcare on 9222 4080 or visit: www.safetyandquality.health.wa.gov.au
Important points to remember:

- Always discuss the incident with the team or a senior staff member before disclosing to the patient.
- Always ensure another staff member is present when you disclose to the patient.
- Prepare what you need to say beforehand.
- Patients and their families may become distressed. You may need to schedule another time to talk more constructively.

The following must be documented objectively in the patient’s medical record:

- The facts of the incident.
- A factual account of the discussion.