FLOWCHART OF THE OPEN DISCLOSURE PROCESS

PATHWAYS
Incident Management
Clinician Disclosure
Formal Open Disclosure

Patient Safety Incident identified

Immediate actions:
- Care for patient/support person
- Support clinicians
- Notify relevant people

Incident Management process begins

Record incident in
- IMS
- patient’s health record

Open disclosure process begins with Clinician Disclosure for patient safety incidents * as soon as possible, generally within 24 hours of the incident.
*may not be required for near miss

Open disclosure completed with the agreement of the patient and/or their support person

Open Disclosure team: preparation and planning

Meet with the patient and/or support person as often as required: one or several discussions

Incident investigation report available

Notify Treasury Managed Fund, Medical Defence Organisation or indemnity insurer (if applicable)

Record clinician disclosure in patient’s health record and summary in IMS

Formal Open Disclosure required

Feedback to staff involved Evaluation and Review Sharing Lessons Learned

Refer patient/support person to other services as indicated e.g. complaints management, Health Care Complaints Commission

Open disclosure completed

Record formal open disclosure in patient’s health record and summary in IMS

Formal Open Disclosure

Incident investigation process begins