

Dedicated family contact role description

Dedicated family contact role description

Overview

The dedicated family contact, otherwise known as a DFC, is a staff member assigned to support a patient, carer or family during a serious adverse event review and beyond if needed.

The DFC has (or is able to establish) rapport, credibility and trust with the family.

The DFC is the primary contact for the patient, carer and family. They maintain regular communication and help them to navigate the health system and understand the incident review process.

Key tasks

- contact the family after a serious incident and establish an approach for ongoing communication
- ensure any concerns are directed to relevant health service staff
- maintain regular contact and establish agreed time intervals when communication with the family will be offered i.e. communication touch points
- mobilise any support needed e.g. Social Worker, Advocate, Interpreter
- help the family navigate the health system
- explain the review process including timelines, the steps involved and the scope of the review
- liaise with the review team and Open Disclosure team.