

Open Disclosure: Conversations

CONVERSATION PLANNER

Use the spaces to plan questions, statements and action points for your conversation.

1. Recognise the personal impact of the adverse event

2. Apologise using an expression of regret

3. Listen and answer questions honestly

4. Inform the patient/
consumer about ways 'lessons will be learnt'

5. Develop a plan for future patient/
consumer care

6. Provide ongoing patient/consumer follow-up