

Open disclosure

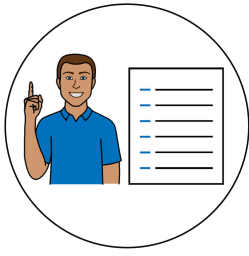
**What happens if you are harmed
during health care**

**Australian Commission on Safety
and Quality in Health Care**



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



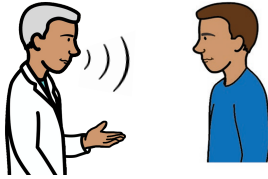
You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

This book is from the Australian Commission on Safety and Quality in Health Care.



This book is about **open disclosure**.

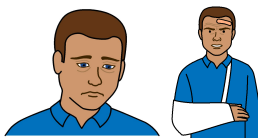
Open disclosure is when your **healthcare provider** talks to you about something that went wrong which harmed you.



A healthcare provider is a person that helps look after your health.

For example, a doctor or dentist.

During open disclosure your healthcare provider will talk to you about the **health incident**.



A health incident

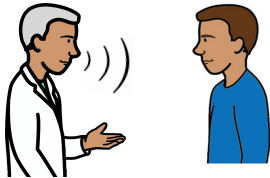
- means something has gone wrong and you are harmed in some way



- can happen while a healthcare provider is looking after you.

What should happen during an open disclosure?

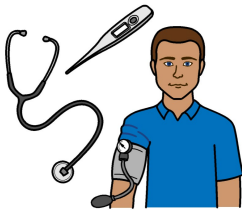
Your healthcare provider should



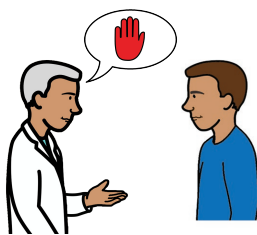
- say sorry



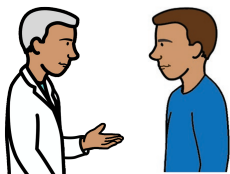
- listen to you



- tell you how the health incident may affect you and your care

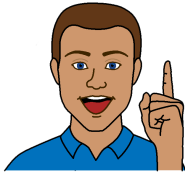


- tell you how they will stop the health incident from happening again.



You may meet more than 1 time to talk about what happened to you.

What are your healthcare rights?

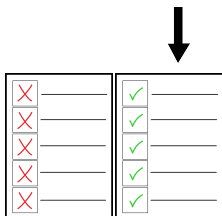


You have the right to

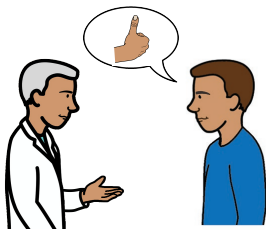
- know what went wrong with your health care



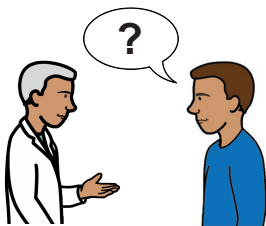
- know how the health incident may affect you



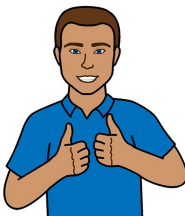
- know what changes are being made to stop the health incident from happening again



- share your ideas about how to make health care services better



- ask questions if you want more information.



You have the right to say what you think without it affecting your care.

How to talk to your healthcare provider



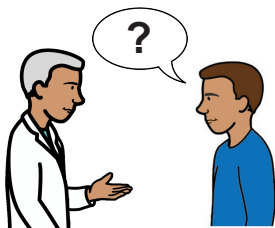
You can talk to your healthcare provider if you think a health incident has happened.



You can ask your healthcare provider questions.

For example, you can ask

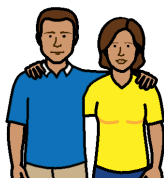
- is there someone I can talk to about my health care?



- can I talk to someone about what I am worried about?

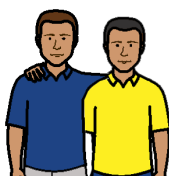
Who can support you?

You may choose to have someone join the open disclosure.



For example, you may ask

- a family member



- a friend



- your carer.

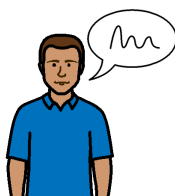


You may be able to talk to an **advocate** at some health care services.

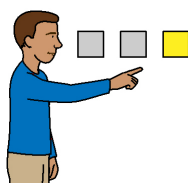


An advocate can help you

- understand information



- say what you want



- make decisions.

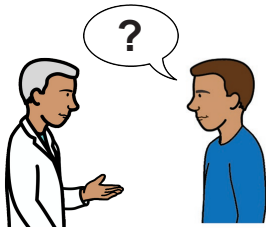
How to make a complaint



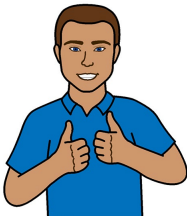
You can make a **complaint** if your needs are **not** met after the open disclosure.



A complaint is when you tell someone that you are **not** happy about something.



You can ask your healthcare provider how to make a complaint.



Your complaint should **not** affect your care.

Open disclosure is different from making a complaint.



More information

You can read the original document
safetyandquality.gov.au/OD-booklet



You can read our Easy English book
about how to prepare and what to ask.
safetyandquality.gov.au/preparing-OD-EE-factsheet



You can read our open disclosure framework
safetyandquality.gov.au/AODF



Scan our **QR code** to read our frequently
asked questions or FAQs.



A QR code is a code you scan with your phone
or iPad to see a website.



You can read our FAQs on our website
safetyandquality.gov.au/open-disclosure

If you do **not** speak English you can call the Translating and Interpreting Service or TIS.



Call 131 450

You can call anytime.



If you need help to speak or listen use the **National Relay Service.**

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Website

communications.gov.au/accesshub/nrs



Give the relay officer the phone number you want to call.

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