

What happens when things go wrong?

Patient information on Open Disclosure



MELBOURNE HEALTH

What is an adverse event?

All staff at Melbourne Health are committed to providing high quality care to all of our patients at all times. However, health care can be very complex and occasionally adverse or unintended events occur. For example, a medication can be given incorrectly, or complications associated with surgery can occur.

Although rare, these events can cause harm or complicate a patient's recovery.

What happens after an adverse event?

Melbourne Health has a system to document and investigate adverse events. This system also ensures that we learn from adverse events to prevent them occurring again.

If you have been involved in an adverse event, we aim to inform you about it as soon as possible after the event, and to keep you informed throughout the ongoing investigation. We refer to this process as 'Open Disclosure'.

What happens now?

A meeting will be organised for you and/or your nominated support person with your treating doctor, to discuss the details of the adverse event. This meeting will occur soon after the event, but at that time we may not have all the information required. We will inform you at that time what we are doing to investigate the incident.

At this meeting you can:

- have a support person (or persons) of your choice attend
- ask for a second opinion from another health care professional
- ask for an interpreter to be present if you do not speak English well

A person will be appointed for you to contact if you have further questions.

We can arrange follow up meetings to provide you with information as it becomes available, or we can provide the information via a phone call or letter, if you prefer.

What are my rights?

While we hope you are satisfied with the process of incident investigation and open disclosure, you have the right to pursue the matter further.

You can access the internal complaints management service, which can arrange follow up meetings with hospital managers and/or your doctor, by contacting:

Consumer Liaison Officer
8 South Reception
RMH City Campus, Grattan Street, Parkville
Phone: 9342 7806
Email: consumerliaison@mh.org.au

You have the right to obtain a copy of your medical record, and can do so by contacting Health Information Services via:

The Freedom of Information Officer
Phone: 9342 7781
Fax: 9342 8008
Email: FOI_request@mh.org.au

Applications need to be made in writing.
A non-refundable application fee, plus additional charges apply.

The Health Services Commissioner provides an external complaints service if you are dissatisfied with the complaints service provided by the hospital. The contact details are:

Health Services Commissioner
Complaints and Information
30th Floor, 570 Bourke Street
MELBOURNE VIC 3000

Phone: 8601 5200
Toll-free: 1800 136 066
Fax: 8601 5219
TTY: 1300 550 275
Email: <mailto:hsc@health.vic.gov.au>

Links and references

- Patient and visitor information – Melbourne Health Website
<http://www.mh.org.au/patients-and-visitors/w1/i1001207/>
- Office of the Health Services Commissioner <http://www.health.vic.gov.au/hsc/>
- Open Disclosure Framework, Victorian Department of Health
<http://www.health.vic.gov.au/clinrisk/opensdisc.htm>

Contact

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Practitioner / Patient notes

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