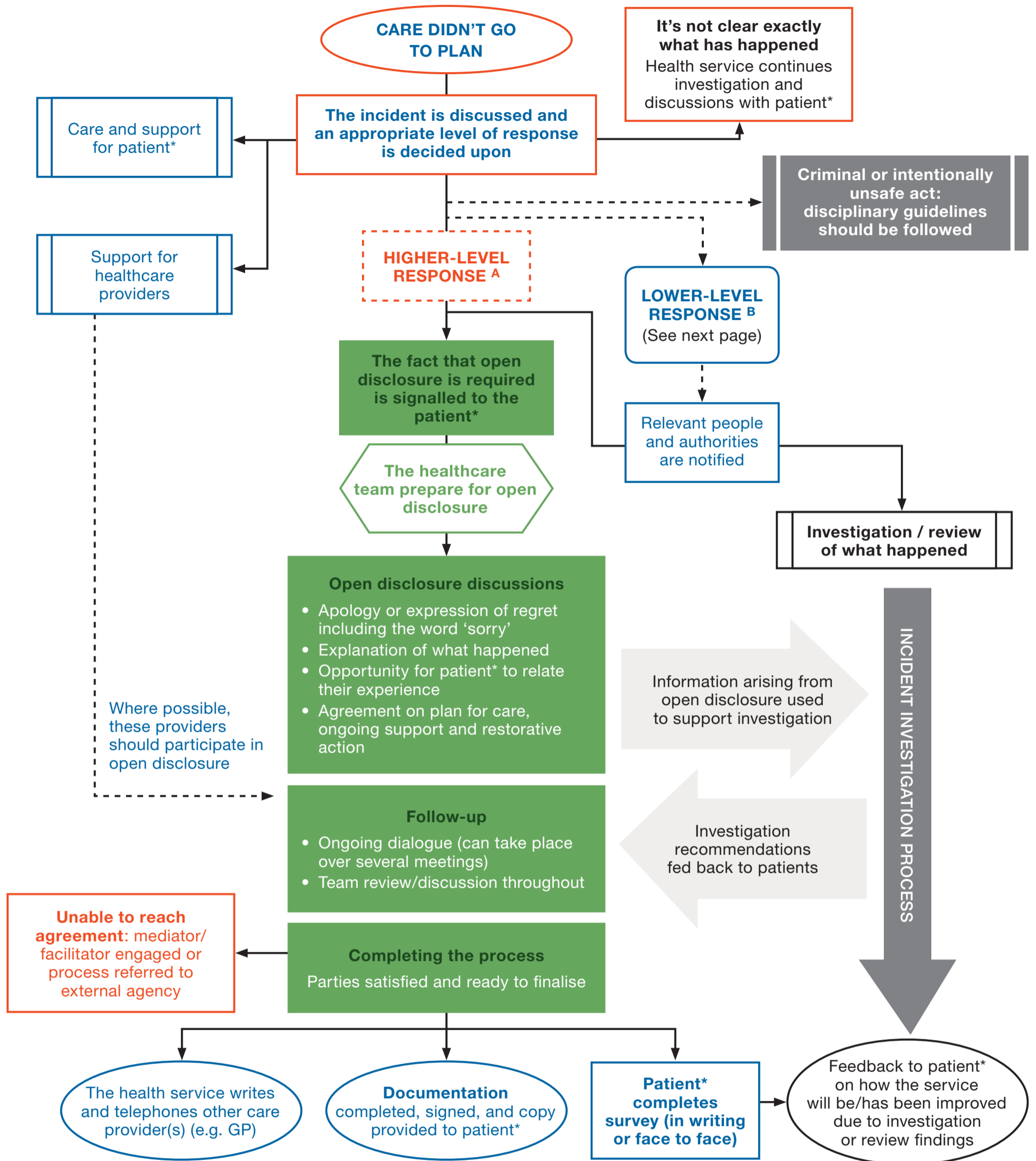


Open disclosure flow chart for healthcare consumers



*The term **patient** includes the patient's support persons such as family members, carers, friends etc.

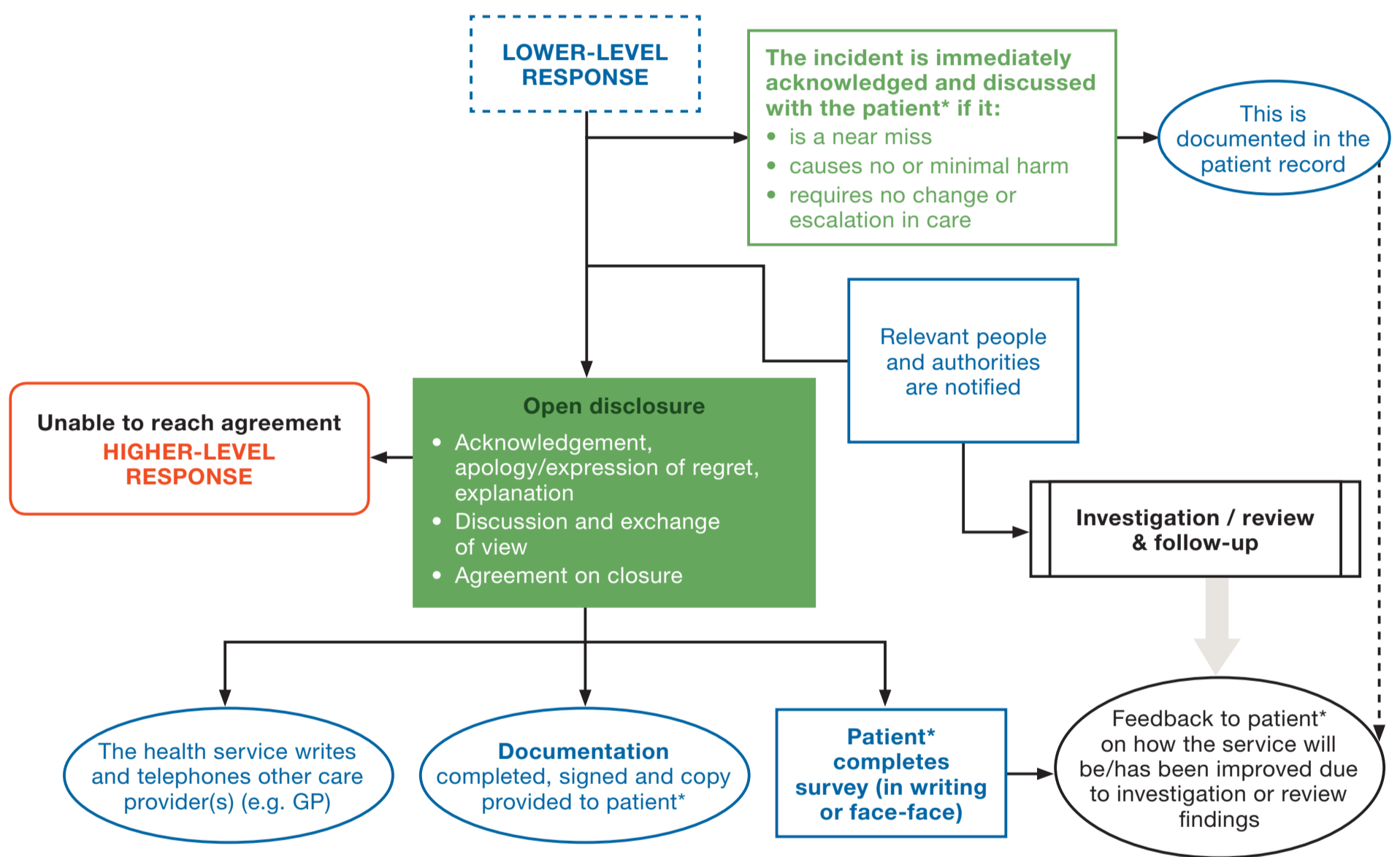
A General indications – higher-level response:

1. Death or major permanent loss of function
2. Permanent or considerable lessening of body function
3. Significant escalation of care / change in clinical management
4. Major psychological or emotional distress
5. At the request of the patient

B General indications – lower-level response:

1. Near miss / no-harm incident
2. No permanent injury
3. No increased level of care required
4. No, or minor, psychological or emotional distress

Open disclosure lower-level response flow chart for healthcare consumers



*The term **patient** includes the patient's support persons such as family members, carers, friends etc.