

Open Disclosure

It is Monash IVF policy that open disclosure should:

- ✓ Be consistent with the Australian Open Disclosure framework (<https://www.safetyandquality.gov.au/our-work/open-disclosure/the-open-disclosure-framework/>)
- ✓ Be documented
- ✓ Be practised on all cases, regardless of whether the patient would know that something had gone wrong
- ✓ Be timely, consideration should be given to when in their cycle a patient should be notified. The treating doctor should be consulted where there is concern relating to the timing of Open Disclosure
- ✓ Express regret to the patient for what has happened
- ✓ Provide a factual explanation of what has happened
- ✓ Provide a plan and offer of support
 - ongoing support including reimbursement of out-of-pocket expenses incurred as a result of the adverse event
 - assurance that any necessary follow-up care or investigation will be provided promptly and efficiently
 - in the relevant settings, clarity on who will be responsible for providing ongoing care resulting from the adverse event
 - contact details for any relevant service they wish to access
 - information about how to take the matter further, including any complaint processes available to them