

DUTY OF CANDOUR

if you experience significant harm
from a health service



Patients and their families or carers have the right to a full explanation and apology when a patient suffers significant harm, known as a serious adverse patient safety event (SAPSE). This open and honest process is called Duty of Candour.



What is significant harm?

Significant harm is a **serious adverse patient safety event (SAPSE)** and is an event that:

- ! occurred whilst a patient was receiving care from a health service, and
- ! resulted in unintended or unexpected
 - moderate or severe physical harm
 - prolonged psychological harm
 - death.

A registered health practitioner will review the event to determine whether significant harm occurred.



What does Duty of Candour mean when significant harm occurs?

Duty of Candour is a process where a health service will offer the patient and/or their family or carer with:

- 1 An apology
- 2 The facts of the event
- 3 The health service response to the event
- 4 The steps being taken to prevent it from happening again.

If you think you have experienced significant harm but the health service has not begun a **Duty of Candour process**, you can talk to your health service and ask them to review.

For more information, contact:



To learn more about the legal requirements of Duty of Candour

Go to:

www.safercare.vic.gov.au/duty-of-candour-resources-for-patients-families-and-their-carers

