

DETAILS OF YOUR DESIGNATED PERSON	
NAME:	
ROLE:	
CONTACT NUMBER:	
EMAIL ADDRESS:	
DATE OF MEETING:	
YOUR NOTES:	

The HSE wish to acknowledge the input from the Patient Representative Groups who were involved in the development of this document.

Further information is available on the HSE website:
www.hse.ie/opendisclosure



NATIONAL
OPEN DISCLOSURE
PROGRAMME

ATTENDING AN OPEN DISCLOSURE MEETING

Information for Patients and Families





WHAT IS AN OPEN DISCLOSURE MEETING?

The HSE is committed to communicating honestly and openly with you and your family when something unexpected happens while you are in our care. This is an emotional and difficult time and we want you to know that we are available to meet with you and/or your family. We hope that this leaflet will help you by explaining the support we provide.



BEFORE THE MEETING

Before the meeting you will be given the name of a HSE designated person who will be your main contact and will act as a link between you and the service. This person will keep in contact with you and provide you with information. This will include a telephone number and contact arrangements, so you know who to talk to if you need any help. Your designated person can help identify a suitable date, time and place for the meeting. They will consider any specific requests you might have. Their role is to help you to prepare for the meeting and provide you with information on who will be attending. They will also talk to you about any other services or support that you may need.



HOW TO PREPARE FOR THE MEETING

Because you may feel nervous before a meeting (which is normal), it will help if you bring someone with you for support, perhaps a trusted friend or family member. Remember that you will be discussing confidential matters at this meeting. If you would prefer, your designated person can assist you in arranging an independent advocate to attend the meeting to support you. It's a good idea to consider and write down any worries you have or any questions you would like to ask. You may forget to ask a question if you become anxious during the meeting, so writing them down will help. Don't forget to ask your designated person about how to get to the venue and about parking arrangements.



AT THE MEETING

We aim to make this meeting as easy as possible for you. Your designated person will meet you on arrival at the entrance to the building at a time agreed with you. They will provide you with any information or assistance and bring you to the meeting room. They will confirm who is attending the meeting. The meeting will be a two way discussion where you will be invited to talk about your experience and how it affected you.

At this meeting:

- You will be treated with dignity and respect.
- You will be provided with any information that is known at the time in relation to what happened and any actions taken by the service.
- You will be told if an error or failure in the delivery of your care has occurred, and you will receive an apology as appropriate.
- You will be given an opportunity to talk about your experience and any concerns that you have. Your questions will be answered honestly and you will be given all the information that is available.
- You will be given the opportunity to discuss and agree any further actions that are needed. You will be provided with further information as it becomes available.
- If a review of care is being carried out the process will be explained.



AFTER THE MEETING

- Your designated person will accompany you from the meeting and continue to assist and support you. They will contact you after the meeting to check how you are feeling. You can contact them if you have any worries or if you need any help. The summary points discussed at the meeting will be sent to you.
- Actions agreed with you at the meeting will be followed up and your designated person will provide you with updates as they become available.