

# The Three Needs + Follow-up Disclosure Model reminder checklist

## The Three Needs + Follow-up Disclosure Model Reminder Checklist

The important elements of disclosure and related clinical care.

Use this set of reminders to help guide communications and support patients and families.

### Meet the patient's clinical needs

- Protect the patient and others: Make the clinical environment safe (for example, remove biohazards and malfunctioning equipment)
- Address urgent clinical matters
- Provide options and propose a clinical way forward to mitigate the harm. Obtain informed consent for clinical investigations, treatments, and consultations - Do not overpromise an outcome
- Facilitate further testing, treatments and consultations
- Consider if it would be best for further clinical care to be assumed by others, and make timely arrangements
- Introduce other providers if care is being transferred

### Considerations in planning initial (early) disclosure meetings

- Appropriately report the event, call for help and advice
- Consider who should be at the meeting
- All team members should participate in planning
- Determine a preliminary understanding of the facts and the main discussion points, agree on full disclosure of the known facts.
- Discuss what questions might reasonably be asked, and determine how to respond
- Anticipate the patient's emotional reactions
- Determine where to meet (ideally private place free of interruptions)
- Plan roles – who will lead, how team members will support each other
- Meet the patient/family as soon as reasonably possible
- Confirm whether there will be a formal review of what happened
- Arrange social work, translation, cultural and spiritual support as required

# The Three Needs + Follow-up Disclosure Model reminder checklist (cont.)

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