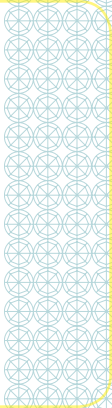




DISCLOSURE TIPS



1 PREPARE

Before you talk to the patient/family:



- Talk with a peer.
- Create a plan for what's next.
- Call us (616.202.2288).

2 WHERE

- Choose a quiet location for discussion.
- Ensure a setting appropriate for the exchange of confidential information.



3 HOW

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- Use everyday language, avoid medical jargon.
 - Acknowledge patient/family suffering.
 - Apologize only after you and our team have had the opportunity to fully gather all of the facts.
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4 WHAT

- Stick with the facts, no speculation.
- Inform about interventions performed.
- Advise about what is needed next.
- Share what you actually know about why the complication occurred.
- Invite questions.
- Commit to communicate as you learn more.



5 WHEN

- As soon as practical.
- Usually not later than 24 hours.






6 DOCUMENT

- Only the facts of the complication in the medical record.
- With whom you had the discussion regarding the complication.
- Patient status, future needs, additional healthcare services offered/accepted.
- That the patient/family understood the conversation.



7 REMEMBER

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- These communications are sequential, share only what you know now and commit to share more when you know more.
 - Do not promise the GAPP benefits without having spoken with us first.
- 



Call MPIE as soon as you have
identified a patient that may fit
into the program at **616.202.2288**.

*The GAPP Program is a service for the insured
physicians of MPIE and is for known but unexpected
complications of medical care and treatment.*

mpie.org

