

Practice Responding to Adverse Events

Instructions

- Many legislatures in the United States have passed laws to exclude expressions of sympathy, condolences, or apologies from being used against medical professionals in court. Research what level of protection exists for providers who apologize in different places, including where you work or study.
 - For information about laws in the United States, start at <http://www.ncsl.org/research/financial-services-and-commerce/medical-professional-apologies-statutes.aspx>
- Based on what you learned, plan for what you'll do the next time you need to apologize to a patient. Write a sample script.
- Discuss what you learned in this exercise.

Discussion Questions

1. What did you learn about the laws in your area?
 - What did you think about the local policy for apologizing to patients?
 - Of the places you researched, whose law was the best, and why?
2. Do you think that laws prohibiting apologies from being used in court would make it easier for you to apologize to a patient? Why or why not?