

## Attachment A: Disclosure Guidelines

[Based on CPSI disclosures guidelines, full version here.](#)

### How to disclose

- Ensure ability to disclose in the patients language of choice
- Practice active listening skills
- Empathize and understand
- Ensure adequate time
- Clarify information is understood, provide time for questions
- Consider sensitivity to cultural and language needs
- Consider needs of other family members in relation to the patient if in attendance

### What to disclose

- An apology
- Agreed upon facts (see client history and background)
- The steps taken and recommended options and decisions for ongoing care of the client
- Details about future meetings or follow up
- Offer of support, emotional, spiritual, or counseling and support services (have info on local/territorial resources on hand)
- Any further investigations or treatment

### Where:

- In person or via phone if appropriate
- Location and time of patient's preference
- Private area
- Space free from interruption

### Considerations:

- Avoid specific blame and naming specific people

### Documentation

- Use the Disclosure Documentation Form to document the encounter.
- Review documentation notes with the client to help summarize information covered in discussion and clarify any points of misunderstanding (you may use the question: "Can you tell me what you understood from our discussion today?" to begin the clarification process.)