



Protecting providers.
Promoting safety.

Disclosure and Apology Affirmation Statement

CRICO/RMF SUPPORTS THE IMPORTANCE OF communicating with patients (and patient's families) as soon after an adverse event as is possible. Not only is this the right thing to do, it is also consistent with an environment that promotes truthfulness and transparency with patients and their families. As the malpractice carrier for the Harvard system, CRICO/RMF recognizes that this level of immediacy and honesty will contribute to preserved relationships between providers and patients and will likely minimize an unnecessarily adversarial environment.

When communicating with patients and their families under such stressful circumstances, providers are apt to accept as fact things that cannot be known with certainty at the time. So, they should avoid speculation, particularly as to causation, and steer clear of blaming others or themselves. Once they have had an opportunity to reflect on the facts (as fully developed through investigation) they can then more fully inform the patient and/or their families. If legal liability seems to be an issue, or the patient and/or family asks for compensation, contact CRICO/RMF promptly to begin evaluating whether the patient has been harmed by a departure from the standard of care.

Handwritten signature of Robert Hanscom in black ink.

Robert Hanscom, JD
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