

Did the Doctor Make a Mistake?

What Patients and Families Should Do Following a Potential Medical Error

Doctors and nurses are being trained through Sorry Works! how to say “sorry” and be open with patients & families after something goes wrong. **However**, most patients and families have received no “training” on how to behave after a potential medical error – other than flippant advice to call a lawyer. This short flyer provides tips to help you receive closure and healing after a potential medical error. For more complete information, be sure to visit: <http://www.sorryworks.net/did-the-doctor-make-a-mistake--cms-154> to purchase an e-book or hard copy of “Did the Doctor Make a Mistake?”



Not all Bad Outcomes are Medical Errors or Malpractice...Learn the Risks Upfront

- Many errors do happen in medical settings, **but** not every bad outcome is caused by error or malpractice. Medicine has its limitations. Prior to any surgery or treatment, learn the risks.

What to Do Following a Potential Medical Error

- Always return to the original doctor with your questions or concerns.
- It's OK to be angry and emotional but never violent.
- Address any medical issues immediately!
- Look for empathy – “sorry” – and compassion from your doctors and nurses. Ask for help with personal needs such as food, lodging, transportation, etc – get help!
- Keep a journal, and be date/time specific in your notes.
- Ask if a review of the situation will be conducted and shared with you.
- Remain engaged – don't run away! You don't have to sign anything, but always meet & listen.
- Treat situation like customer service complaint...if you are not satisfied with response, escalate.

Do You Need a Lawyer?

- It depends! Every situation is different.
- If you suspect a cover up, not receiving communication, no empathy, etc, hire a lawyer
- Look for a lawyer/law firm that specializes in medical malpractice

Resolution and Healing

- The review of the situation, which should include outside experts, will show if a mistake happened, or not
- If a mistake happened, the doctor and hospital should apologize and meet your financial and emotional needs.
- If no mistake happened, the doctor should thoroughly explain the review and why it is credible.

For more information, remember to purchase the book “Did the Doctor Make a Mistake?” available at <http://www.sorryworks.net/did-the-doctor-make-a-mistake--cms-154>

Important Notice: Sorry Works! is not a legal advice organization and this flyer does not constitute legal advice. This flyer contains suggestions and thoughts for the reader, and the author assumes no responsibility for how the reader uses the information in this flyer. The reader should contact qualified legal for specific legal questions and evaluation of their case.