ADVERSE EVENTS

The safety of our patients is our top priority. We therefore encourage you to report any incidents which, in your opinion, posed or could have posed a risk to a patient's health whilst using the services of Holsamed Sp. z o.o.

What is an adverse event?

This is an incident occurring during the provision of, or as a result of, the provision or failure to provide healthcare, which causes or is likely to cause an adverse effect on the patient's health or life. A situation may also be reported where no harm has occurred, but could have occurred. Examples of adverse events:

- an error in a patient's details, e.g. on an e-prescription or e-referral, mixing up patients' test results,
- incorrect collection or preparation of samples for laboratory testing,
- the administration of the wrong medicine or vaccine,
- a fall or injury on the clinic's premises.

Who can make a report?

A patient, a relative, a carer or a witness to the incident. Reports may be made **anonymously**.

How do I make a report?

- you can hand in the completed form at reception,
- or pop it into the suggestion box, which is available at each of our clinics,
- you can also report the incident verbally at reception – a member of staff will complete the form on your behalf.

The adverse event reporting form is available at reception and on the website www.holsamed.pl under the 'Patient Zone' tab.

What should be included in the application?

- when and where the incident took place,
- a description of what happened,
- the consequences for the patient and the assistance provided to him.

What happens to the report?

Every report provides us with valuable information. We analyse them with due care in order to draw conclusions and make changes that will help prevent similar situations in the future. We treat all reports confidentially and use them solely to improve the quality and safety of care.

Reporting an adverse event is not the same as making a complaint – complaints and requests are dealt with separately (see the 'Patient Complaints and Requests' section in the Patient Area).

Thank you for your trust and for helping us to improve the quality of our services.

Contact:

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Registration is open: Mon–Fri, 8.00 am–6.00 pm.