Physiotherapy adverse event procedure

SOP TEMPLATE

Check this template against your local regulations and your own policies before you use it.

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To care for any patient harmed during treatment, be open with them, and learn from every adverse event.

Scope

Any unexpected harm or reaction during or soon after treatment, at the clinic or a home visit.

Responsibilities

Role	Responsibility
Treating clinician	Cares for the patient, tells them what happened and records it.
Practice principal	Reviews the event, contacts the insurer and makes changes.

Procedure

1. **Care for the patient**

   Stop treatment, give first aid, and call emergency services if needed.

2. **Tell the patient**

   Explain honestly what happened, say sorry, and tell them what happens next.

3. **Record it**

   Record the facts in the clinical notes and an incident report on the same day.

   > **Caution:** Record the facts only, not guesses about cause or blame.

4. **Report it**

   Tell the practice principal, and your professional indemnity insurer if required.

5. **Review it**

   Review what happened and what could prevent it, such as equipment, technique or screening.

6. **Follow up**

   Contact the patient within a few days to see how they are.

Records

- The incident report and clinical notes.
- The review and actions taken.

Related documents

- Patient consent procedure

Revision history

Version	Date	What changed	Approved by