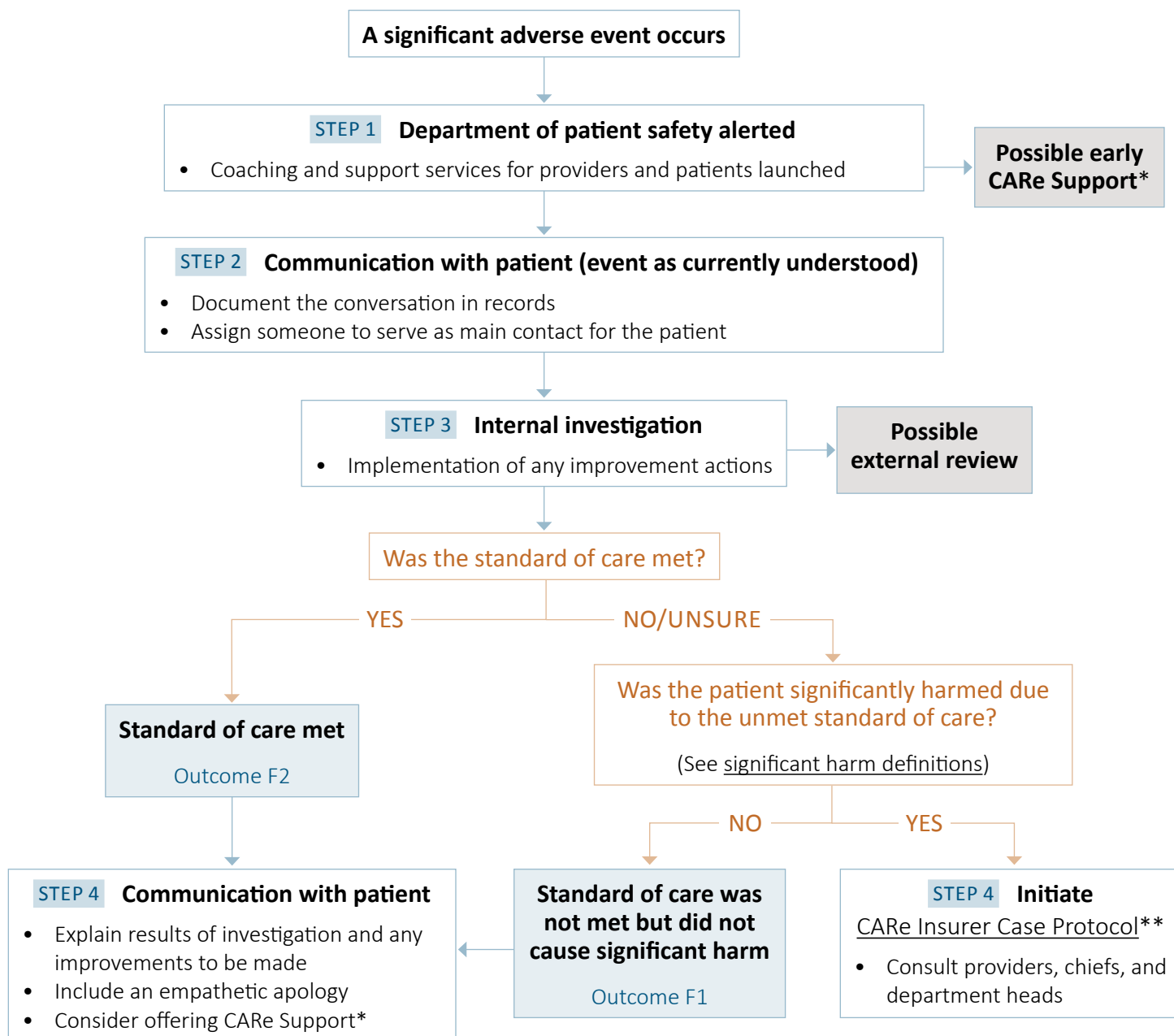


# Algorithm #1: Initial steps and case filter

## COMMUNICATION, APOLOGY AND RESOLUTION (CARE)



\* CARE Support, also known as service recovery, is assistance for a patient who has experienced an unanticipated adverse event that requires immediate or near-term attention. [See more here](#)

\*\* If case has a pre-litigation notice/60L Letter, it automatically flows into the CARE Insurer Case Protocol (all appropriate previous steps should still be attempted.)