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.)

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