

When a surgeon should just say 'I'm sorry'.

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Cohen E. CNN. March 24, 2016.

<https://psnet.ahrq.gov/issue/when-surgeon-should-just-say-im-sorry>

Poor communication regarding medical errors can contribute to patient and family [frustration](#) and fear. Reporting on a case involving disclosure of a [wrong-site surgery](#), this news article describes a [resolution program](#) to help patients cope after a preventable error. The program includes apology, disclosure, and [explanation](#) of what occurred as well as financial compensation.