(*Date*)

Dear (*Name*),

The purpose of this letter is to provide you with more information regarding the meeting you have been invited to attend with our healthcare organization’s insurance adjuster.

I would like to take this opportunity to reassure you that this is a standard process. I also want to reassure you that as an employee, you are covered by (*Name of organization*)’s insurance with the Healthcare Insurance Reciprocal of Canada (HIROC).

HIROC provides insurance to (*Name of organization*) and conducts the defence of any civil actions (e.g. for negligence) against (*Name of organization*) and its staff. The first step in defending such a lawsuit, or preparing for anticipated litigation, is usually an investigation by an insurance adjuster to determine the facts of the matter. HIROC also investigates any matter that is likely to involve insurance coverage (e.g. patient injury or death, property damage).

**Purpose of the meeting**

Your participation is required because you have been identified as being involved in the care of a particular patient or in a particular event which is the subject of this investigation, or you have background information that may be important for defending (*Name of organization*). The fact that you are attending the meeting does not mean we believe you have done something wrong. The adjuster meets with all involved individuals, reviews the health record and collects any additional relevant information (e.g. policies, incident reports, equipment-related information). The adjuster then provides a report to HIROC regarding their investigation and their assessment of liability and the damages a plaintiff may be awarded if they are successful in a lawsuit.

**What to expect at the meeting**

* You, your manager, a member of the risk management team, and the insurance adjuster will attend.
* A copy of the health record (if applicable) will be provided at the meeting for your reference.
* The adjuster will ask you a few questions regarding your work/educational background.
* The adjuster will then ask you to discuss your recollection of the patient/event and your charting in the health record (as applicable), or about information related to your work at (*Organization name*).
* The adjuster will also ask you if you have any personal notes about the patient/event.
* There may or may not be some follow-up tasks required after the meeting (e.g. searching for a specific document). A member of the risk management team will be available to provide assistance with these if needed.

If you would like more specific details about the particular patient/event that is the subject of this meeting (including the opportunity to review the health record in advance of the meeting) or have any questions, please feel free to contact me. I look forward to meeting with you on (*Date*) at (*Time*) in the (*Location*).

Kind regards,

(*Name of sender*)