

2 Inconvenience to patient (non-clinical)

2.1 Repeated tests / procedure / additional treatment

2.2 Delays in management (assessment or treatment)

2.3 Increased documentation

2.4 Financial implication

2.5 Repeated visits to/from health care providers

2.6 Unnecessary treatment

2.7 Extended hospital stay

2.8 Hospital admission

3. Organisational inconvenience

3.1 Increased documentation

3.2 Phone calls/follow-up

3.3 More equipment / supplies used

3.4 Delays in using facilities

3.5 Legal implication

3.6 Treating patient without sufficient information

4.0 Staff outcomes

4.1 Psychological harm