**LETTER AND FAMILY REPORT FOR SAER FOR A COVID-19 CASE**

[insert name]

[insert contact details]

Dear [insert name]

I write in regard to the death of your [insert relationship to patient] who was diagnosed COVID-19 positive during an admission to [insert facility] Hospital on DD/MM/2021 for [insert reason for admission].

On behalf of the [insert LHD/SHN] Local Health District/Specialty Health Network, I wish to acknowledge the significant distress caused to you by the loss of your [insert relationship to patient]. I am sincerely sorry for what has occurred and want to reassure you that a thorough review has taken place.

This matter was investigated under a serious adverse event review process. The Health Service appointed qualified individuals to look into the healthcare systems and the care that was provided. A serious adverse event review is done to find out how this incident occurred and what actions could be put in place to make the health system safer. Please find attached a summary of the review.

Again, I wish to convey my sincere apologies to you and your family. I hope that this information is of assistance to you. However, I appreciate that you may have further questions or outstanding concerns and would like to offer you the opportunity to meet with relevant clinicians and executive representatives to discuss these. Should you require any further information, or if you would like to accept the offer of a meeting, please contact [insert name and position], on [insert phone number] or [Insert.email@health.nsw.gov.au](mailto:Insert.email@health.nsw.gov.au)

Yours sincerely

[Insert name]

**Chief Executive**

Date

**Alternate first paragraph for out-patient contexts**

I write in regard to the death of your [insert relationship to patient] who was diagnosed COVID-19 positive on DD/MM/2021. At the time, they were referred to/under the care of [insert team] for [insert reason for referral/ care].

**Summary of the review**

The serious adverse review team looked into [insert brief case description].

[Insert summary of patient journey].

The serious adverse event review team found [insert key review findings].

The Health Service undertook these actions immediately [insert any immediate post incident actions]. Through these actions, the Health Service was ensuring [insert brief description of how actions made system safer].

Based on the findings, the serious adverse event review team recommended [insert recommendations]

OR

The serious adverse event review team did not make recommendations because [specify reason e.g. immediate post incident actions]