Organiser:

東華學院 TUNG WAH COLLEGE | Tung Wah College School of Nursing

Short Course: Apology Without Fear: Using the Apology Ordinance and Mediation to Restore Trust in Healthcare

Apology Without Fear

About the Course

The course enhances participants' essential legal literacy and practical conflict management skills through the application of the Apology Ordinance (Cap. 631) and mediation techniques. Using real-world case illustrations across a range of clinical scenarios, participants will learn how to handle clinical complaints, de-escalate disputes, and reduce litigation exposure, ultimately restoring the vital client-clinician trusting relationship in modern healthcare environments.

Expected Learning Outcomes

- Apply the legal protections of the Apology Ordinance (Cap. 631) to communicate transparently with clients after adverse events without increasing litigation exposure.
- Utilize effective mediation and de-escalation techniques to manage and resolve clinical complaints efficiently in high-pressure healthcare environments.
- Implement trust-building disclosure strategies that repair client-clinician relationships and minimize the escalation of medical disputes.

Target Audience

- Registered Nurses (RN)
- Enrolled Nurses (EN)
- Physiotherapists (PT)
- Occupational Therapists (OT)
- Radiographers (RG)
- All healthcare professionals
- Personnel working in healthcare facilities

Guest Speaker



Prof. Albert SO Man Kit

Chairman of Hong Kong Mediation and Arbitration Centre

Practicing Solicitor of the High Court of Hong Kong
Accredited Mediator, Accredited Family Mediator
Adjunct Professor, Faculty of Medicine, CUHK

Date & Time

9 January 2027 (Saturday)
9:30 a.m. to 12:30 p.m. (3 Hours)

Hybrid Mode

Face-to-Face / Online class (Zoom)
Venue: Mongkok Campus A, Tung Wah College
Cheung Kung Hai Memorial Building, 90A,Shantung Street, Mongkok, Hong Kong

Language

Chinese, supplemented by English

Course Fee

HK$ 500 per person

Continuing Education

CNE: 3 points*

CPD:**

CPD points for PT: 2 points
CPD points for OT: 3 points
CPD points for RG: 1.5 points

*__CNE__ points are applicable to **Registered Nurses (RN)** and **Enrolled nurses (EN)** only.

__CPD__ points are applicable to **Physiotherapists (PT), Occupational Therapists (OT) and **Radiographers (RG)** only.

Course Coordinator

Ms. Charlie WONG, Senior Lecturer of NUR, TWC

Registration

Scan to register

Registration Deadline:

31 December 2026

Enquiry:

Email: nur@twc.edu.hk