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apology laws in Canada and the United States also attests to this phenomenon.<sup>2</sup> Apologizing can be the key to resolving the impasse created by a conflict situation. It thus appears essential for mediators to have a thorough grasp of the psychological and legal aspects of apology in mediation. This article looks at the role apology plays in resolving conflicts between patients and doctors. Patients may have a manifest need for sincere expressions of sympathy, which may ultimately help ...HEALTHCARE MEDIATION AND THE NEED FOR APOLOGIES Catherine Regis\* & Jean Poitras\*\* This article looks at the role apology plays in resolving conflicts between patients and doctors. Patients may have a manifest need for sincere expressions of sympathy, which may ultimately help unblock the conflict situation, and even lead to better reparations ...This article looks at the role apology plays in resolving conflicts between patients and doctors. Patients may have a manifest need for sincere expressions of sympathy, which may ultimately help unblock the conflict situation, and even lead to better reparations for the harm done., Healthcare Mediation And The Need For Apologies. (Canada).

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