

Elite Care Management, Inc.

Incident Reporting

POLICY:

Elite Care Management field staff will be expected to comply with guidelines for incident Reporting.

REPORTING:

When an Incident occurs, the individual discovering the incident will:

1. Notify the Clinical Supervisor **immediately** with observations or identification of the incident.
2. Follow-up with the patient and family/caregiver, and/or the patient's physician, if indicated by Clinical Supervisor or designee.
3. Maintain the confidentiality of the information. The report is for the internal use only and is not available to the physician or the other agents outside the agency.
4. Complete an incident report form within 24 hours of the incident.
5. The Clinical Supervisor or designee will review and sign the incident report form, request any necessary follow-up from appropriate personnel, and initiate incident report follow-up form, as required.

Definition

Incident: An unusual event involving organization personnel, a patient, or family/caregiver. The event is considered unusual if the result was unintended, undesirable, and/or unexpected. An incident is also any happening that is not consistent with the routing operation of the organization or the routine care of a patient.

Employee Signature: _____ Date: _____

Employer: _____ Date: _____