HIPSK

HT2: HOW TO RECORD OR EDIT AN INCIDENT

> The Incidents module is used to record incidents involving clients and/or staff.
> Incidents are not shared between Service Providers

Record an Incident

1. From the Front Desk menu, select Incidents.

2. From the Incident List page, click the Add Incident button.

3. In the Involved field, type to search for existing clients or persons who were involved in the incident. To add additional clients to the same incident, start typing the next name.

4. If applicable, in the Witnesses field, type to search for existing clients or staff who witnessed the incident. To add additional clients or staff to the same incident, start typing the next name. Note that you will only be able to select staff that have HIFIS user accounts. The comments field can be used to list any staff without HIFIS access.

5. If applicable, select any emergency service responders who came to the service provider by clicking in the field and selecting all applicable options.

6. Select the nature of the incident.

7. Confirm the start date and time. If needed, change this date and time.

8. Enter the location of the incident.

9. If applicable, select how the incident was resolved from the Disposition drop-down list and add any additional information concerning the incident in the Comments field.

10. If applicable, add a document by clicking the Add Attachment button and selecting Browse. Select the document you want to attach to the record and click the Open button to select it.

11. If applicable, add any additional information about the incident in the Comments field.

12. Click the Save button.

Edit an Incident

1. From the Front Desk menu, select Incidents.

2. From the Incident List, locate the incident you want to modify and click the Edit button. If you do not see the Edit button, you do not have the associated rights needed to edit an Incident record and you must ask a supervisor or manager to edit the record.

3. On the Edit Incident page, you can edit the existing information or add any missing or additional information.

4. Click the Save button.