

Recommended order of reporting safety or patient safety concerns: Note: The Clinical Lab will not take disciplinary or punitive action for reporting safety or quality-of-care concerns.

1. Report to a supervisor, manager or director.

2. File an Unusual Occurrence Report

If you are unable to access the Unusual Occurrence system and wish to inform Risk Management of an incident please call 206-6600 and provide the following information:

- Patient name
- Patient MRN
- Date/time of incident
- Brief description of incident
- The best number where you can be contacted

Questions? Ask Risk Management

If you need assistance submitting an Unusual Occurrence please contact Risk Management at 206-6600.

Signing On

Your DPH Active Directory Account is usually your first name, a space, followed by your last name. If you cannot login, please contact your DPH Helpdesk and ask that they verify your Active Directory Account. If you have one, ask them to reset your password.

Active Directory

If you do not have an Active Directory Account, please do the following:

- If you are a clinician with the CHN and you need to access eReferral, please contact the DPH HelpDesk at 628-206-7378. Tell them that you do not have an Active Directory account and cannot submit an eReferral without it. They will create a temporary account for you over the phone.
- If you are trying to access the Unusual Occurrence system, please call the DPH HelpDesk at 628-206-7378. Tell the operator that you need a temporary Active Directory Account to enter an Unusual Occurrence. They will create a temporary account for you over the phone.
- Otherwise, you will need to contact your Supervisor or Manager and request that an Active Directory Account be created for you.

Technical Help

If buttons do not seem to be working or your worklist does not appear, the most likely reason is the browser's settings. If you are still unable to resolve the problem you can call 206-4611 during business hours.

3. Self-Report to Joint Commission

If reporting a concern to the joint commission, the preferred method for submitting a concern is through their online submission form. This is the quickest and most direct way to reach them. You also have the option to submit your safety concern or event anonymously.

- a. **Online:** www.jointcommission.org; Click on tab at bottom of page to "Report a Safety Event"
- b. **Mail:** Provide a brief (please limit to two pages) summary of your safety concern and the complete name and address for the location where care was received. Please be as specific as possible. Office of Quality & Patient Safety The Joint Commission (TJC), One Renaissance Boulevard Oakbrook Terrace, Illinois 60181
- c. In order to protect Personal Health Information, The Joint Commission will not accept copies of medical records, photos or billing invoices and other related personal information. Any such document received will be shredded upon receipt, per TJC policy.