

# Provider Follow-Up Incident Reporting Process

PROCESS FOR FILING FOLLOW-UP INCIDENT REPORTS FOR PROVIDERS  
INDIANA DIVISION OF AGING

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## Process for Filing a Follow Up to an Initial Incident Report

1. Under “Menu,” select **Incident Follow-up**.

The screenshot shows the homepage of the State of Indiana Incident and Follow-Up Reporting Tool (IFUR). At the top, there are logos for the State of Indiana and the Indiana Family & Social Services Administration (FSA). The main heading is "State of Indiana INCIDENT AND FOLLOW-UP REPORTING TOOL". Below this, there is a navigation menu with links for Home, User Guide, Help Desk, and a highlighted "Menu" section containing "Incident Initial" and "Incident Follow-Up". A central box contains a welcome message and a notice to users: "NOTICE TO USERS: Please be advised, Indiana Office of Technology (IOT) only supports Internet Explorer. If you access this site via Mozilla (Firefox), Safari, Chrome or some other agent, errors will likely occur. Thank you." Below the notice, there is a paragraph explaining the tool's purpose and a footer with contact information for reporting website problems.

2. After clicking the “Incident Follow-up” tab, the below screen “Consumer Information” will appear.

Consumer Information			
<b>First Name:</b>	Bill	<b>Last Name:</b>	Jeffer
<b>SSN (last 4 digits):</b>	5241	<b>Agency:</b>	Division of Disability and Rehabilitative Services ▾
<b>Incident Number:</b>	319816	<b>Incident Date:</b>	02/14/2014

- 2a) All of the fields in the “Consumer Information” section of the Incident Follow-Up Report must be completed.

### 3. Narrative Details

- 3a) Complete the “Describe the Investigation into the Incident..., and Describe Actions being taken... fields below Consumer Information fields, as shown in the illustration:

The screenshot shows the Narrative Details section of the IFUR form. It contains two text input fields. The first field is labeled "Describe investigation into the incident and/or all other follow-up actions taken: (size limit of 1000)". The second field is labeled "Describe systemic actions being taken to assure health and safety issues: (size limit of 1000)". Both fields are currently empty.

#### 4. Reporting Information

- 4a) All fields within the Reporting Information section are required. At the bottom of this section you can choose buttons to **Add Additional Consumers** or **Remove this Consumer**.

**Reporting Information**

<b>Name of Person Submitting Report:</b>		<b>Title of Person Submitting Report:</b>	
<input type="text"/>		<input type="text"/>	
<b>Agency Submitting Report:</b>	<input type="text" value="Select"/>		
<b>Date Report Submitted:</b> 9/18/2015			
<b>Telephone Number of Person Submitting Report:</b>		<b>Email Address of Person Submitting Report:</b>	
<input type="text" value="( ) - -"/>		<input type="text"/>	

#### 5. Incident Follow-Up Report Preview

- 5a) After you complete the fields in the Incident Follow-Up Report, select the **Preview Report** button.
- 5b) The system displays the **Incident Follow-Up Report** on your screen, which provides an opportunity to review the contents of the report before you submit it. The following illustration shows an example of an **Incident Follow-Up Report**:



- 5c) A PDF copy of the report will be created and emailed during the “Submit” process. That may take a few seconds to complete, so please be patient and **do not** click the submit button multiple times.

Division of Aging	<b>INCIDENT FOLLOW-UP REPORT - Confidential</b> For Use in Reporting Circumstances in 460 IAC 1.2-8-2 and/or DA Policy and Procedure	REV 08-01-2010
<b>Follow-Up#: 171147</b>	<b>INCIDENT FOLLOW-UP REPORT - Confidential</b>	
Consumer Information		

#### 6. Submitting, Saving and Printing an Incident Follow-Up Report

- 6a) When you are satisfied that the **Incident Follow-Up Report** is accurate, select the **Submit Incident Follow-Up Report** button above the report to submit it. You can also use the buttons above the report to cancel the **Incident Follow-Up Report** or edit the information in the report.

- 6b) When you select the Submit Incident Follow-Up Report button, the system displays:
- A message indicating that the report(s) were submitted to the /DA Central Office
  - The confirmation number(s) for the report(s)
  - A reminder to print or save a hard copy of the report(s) Incident and Follow-Up Reporting Tool User Guide Latest Revision 3/14/2014 Page 23 of 24
  - A Save/Print button
- 6c) The following partial illustration shows the messages that appear when you submit an Incident Follow-Up Report:

**Incident Follow-Up Report has been SUCCESSFULLY submitted to the DDRS/DA Central Office. Confirmation Number(s): 171147.**

**Remember to either save or print this report so that you can provide copies to other applicable parties according to the Incident Reporting Policy.**

[Save/Print - 171147](#)

[Report New Follow-Up](#)

7. After you submit an Incident Follow-Up Report, you can save and print the report by selecting the Save/Print button. The File Download window appears, as shown in the following illustration:



- 7a) Select Open to display the report or Save to save the report.
- 7b) When you select Open, the system displays the report as a PDF file in a separate Adobe Reader window. The following partial illustration shows the top half of a test report in the Adobe Reader window:

Indiana Division Of Aging Follow-Up#: 171147	<b>INCIDENT FOLLOW-UP REPORT - Confidential</b> For Use in Reporting Circumstances in 460 IAC 1.2-9-2 and/or DA Policy and Procedure	REV 08-01-2010
<b>INCIDENT FOLLOW-UP REPORT - Confidential</b>		
Consumer Information		
CONSUMER NAME: sheidon cooper	Incident Number: 319948	Incident Date: 9/17/2015
SSN: ***-**-1234		
<b>NARRATIVE - DETAILS</b>		
Describe investigation into the incident and/or all other follow-up actions taken.		
test entry		
Describe systemic actions being taken to assume health and safety issues.		

- 7c) Use the Print icon on the standard toolbar to print the report.
- Use the File > Print menu on the menu bar to print the report.
  - Use the File > Save a Copy menu on the menu bar to save a copy of the report.

- 7d) When you select Save from the File Download window, the Save As window appears so that you can save the report as a PDF file in your desired folder. The following illustration shows an example of the Save As window:

