

# **INCIDENT REPORTING SYSTEM**

Effective 05/01/2015; Revised 06/25/2015

## **Frequently Asked Questions?**

### **15-01 Can I access the Gateway System from outside the facility?**

Yes, this is a web based program and can be access through <https://gateway.isdh.in.gov> . You will then need to enter your user ID and password.

### **15-02 When can I start using the Gateway System?**

The update system is available now. It is recommended to start entering incident reports as soon as needed. Mandatory use by all facilities will be July 1, 2015. Any questions or problems should be emailed to [srshelpdesk@isdh.in.gov](mailto:srshelpdesk@isdh.in.gov).

### **15-03 I entered an incident in the Gateway System should I also email, phone or fax?**

No, that is not necessary. You will receive an email confirmation when an incident report or follow up is submitted. This confirms that Indiana State Department of Health has received the information.

### **15-04 How do I make sure I don't lose my information?**

“Save” buttons have been added to all sections. Be aware that the system will time out after 10 minutes of inaction. Information not saved may be lost.

### **15-05 Can I change information on an incident report?**

If the incident report has **not** been submitted, information can be changed directly on the form. Once an incident report has been submitted the information cannot be changed. Information can be added/updated/explained in the follow up section only at anytime.

### **15-06 How will I know when I can add/update information on an incident?**

Incident reports that are submitted will go through ISDH processing. This should be completed by the next working day. If additional information is needed the ISDH staff will contact the facility. This can be avoided by making sure submitted information is complete, such as names of resident and/or staff, sites and size of injuries, etc. Once processed the incident report status on the Main Screen will allow for information to be added/ updated in the follow up section.

### **15-07 What if I have documents to go with the incident report?**

The Main Screen has an “Upload a Document” section where additional documents can be scanned and submitted with the incident report. Additional documents should be minimal. Documents such as interviews, inservice records, or statements do not need to be sent. These documents should be kept with the incident for review by the surveyors, if necessary.

**15-08 Can I print from this system?**

Yes, from the Main Screen choose the incident and click on “View”. You will then see the complete incident report. Click on the “Print” button in the upper left corner.

**15-09 Can I delete an incident report?**

If the incident report has **not** been submitted you can delete by clicking delete on the Main Screen. Once an incident is submitted to have it deleted, send an email request to: [srshelpdesk@isdh.in.gov](mailto:srshelpdesk@isdh.in.gov).

~~**15-10 What should be done if the system is down? Revised 06/25/2015 – See 15-12**~~

~~The system should only be down for very short periods check again in 15-30 minutes. You should also document the down time (date(s) and time(s)) in the follow up section. Notification and directions will be sent to all facilities if the system will be down for an extended period of time.~~

**15-11 My facility is currently submitting all incidents through the Gateway System; do I need to do anything else?**

No, continue using the system as you have been. Thank you. You will notice some changes in the format effective May 1, 2015.

**15-12 What should be done if the system is down (nonoperational)?**

The system should only be down (nonoperational) for a short period, check again in 15-30 minutes. If the system remains down (nonoperational) after checking, instructions regarding when the Online Reporting System is nonoperational are available in the Incident Reporting Policy or at <http://www.in.gov/isdh/23638.htm> .

**15-13 Will reported information submitted by email or voicemail be entered into the Online Reporting System by ISDH?**

No, the facility staff is responsible to enter the information into the Online Reporting System within 24 hours of the email or voicemail message sent when the Online Reporting System is nonoperational.