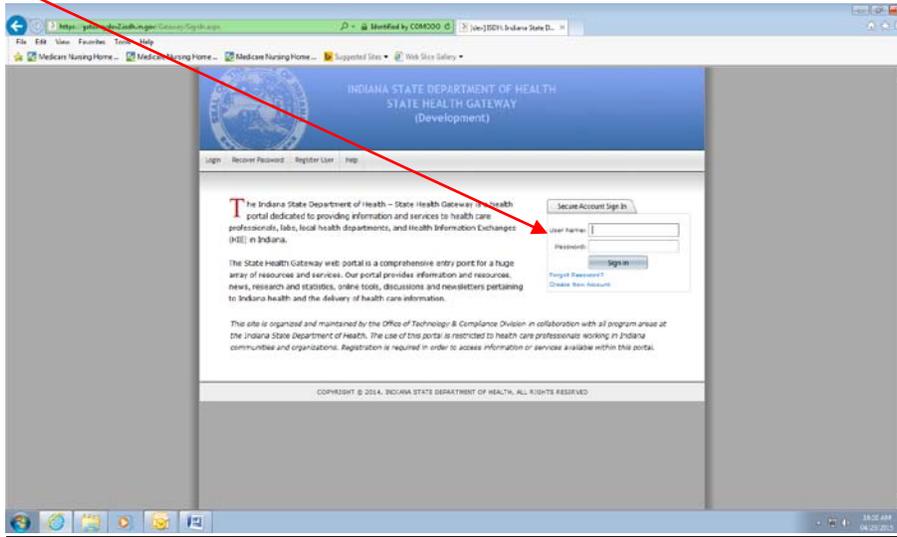## Quick Guide to the Incident Reporting System

Effective 05/01/2015; Revised 06/25/2015
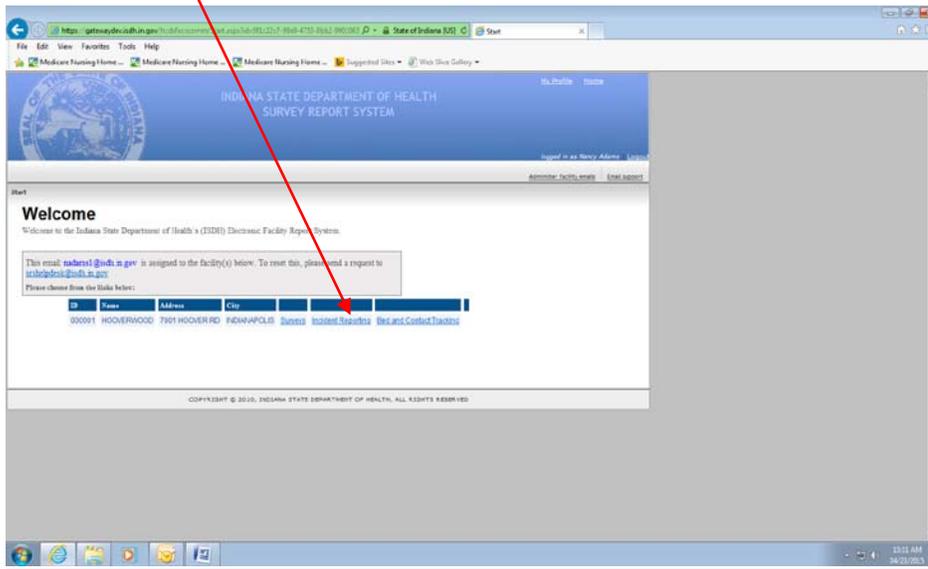
1. To enter an incident report log on the ISDH Gateway system: https://gateway.isdh.in.gov/
2. Enter User Name and Password.

3. Click "Survey Report System"

4. Click on "Incident Reporting".

   NOTE: If multiple facilities are listed make sure the correct facility is identified.

5. Main Screen is a list of all incident reports for that facility.

ID:
Specific number assigned to this incident.

Date Submitted:
Specific date & time incident was submitted to ISDH.

Initial Follow Up Date:
Date first follow up information was entered.

Last Follow Up Date:
Date information was last entered on follow up.

Remember: Once an incident is submitted information can only be added/updated in the follow

Incident Status:
- Processing   OR

- Click here to Add/Update

Remember: Information cannot be added/updated until processing by ISDH is complete.

ISDH Status:
- Submitted   OR

- Not Submitted

**Remember:** An incident can only be deleted if it has not been submitted.

6. From the Main Screen (below) you can access all incident reports.

    Points to Remember:
    -   During "Processing" an incident report can only be viewed.
    -   Processing should be completed by next working day.
    -   After processing information can be added/ updated, but only in the follow up section. (Click "Add/Update Follow Up" in Incident Status column.)
    -   You can delete an incident report that is "Not Submitted" in ISDH status.
    -   If an incident report that is "Submitted" needs to be deleted, an email request must be sent to; srshelpdesk@isdh.in.gov.

7. To enter a new incident report click on "Report New Incident".
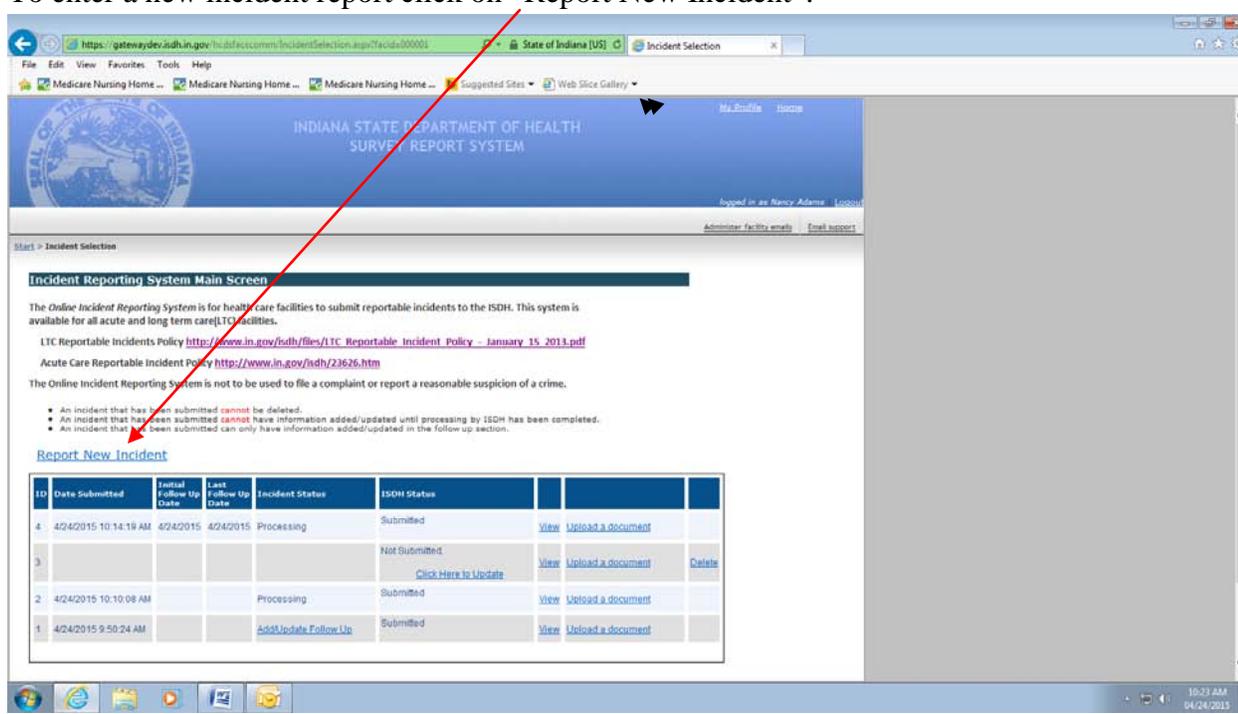
8. The Incident Report Form screen is divided into sections. Within each section click on "Add" to add or update information, then "Save" or "Cancel". Information can be added/updated in any section at any time if the incident report has NOT been submitted. Once submitted additional information can only be added in the follow up section.
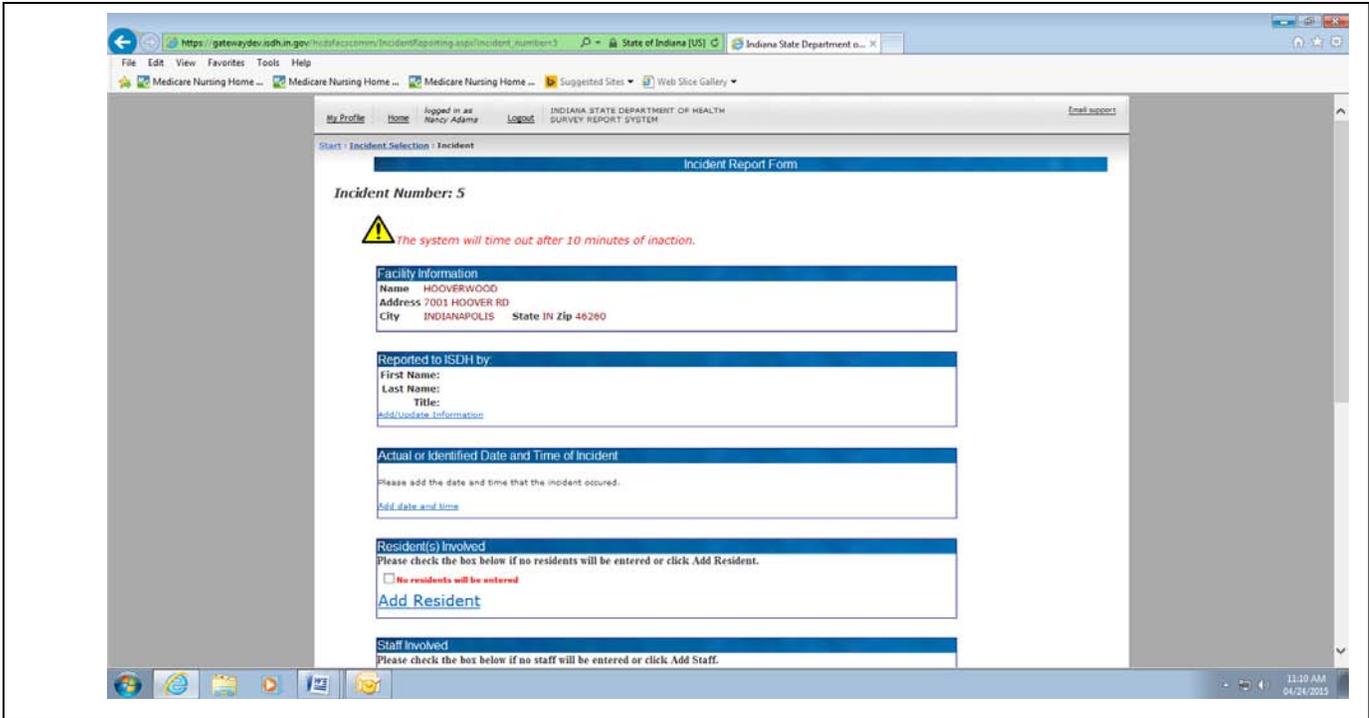
9. After completing all sections. Choose to "Submit Incident Without Follow Up", "Submit Incident and Add Follow Up" or "Do Not Submit and Return to Main Screen".

(i) Only the follow up can be modified after submitting the incident to ISDH

- **INITIAL REPORT** – Click "Submit without Follow Up" (Incident submitted email will be sent immediately and Follow Up Reminder email will be sent in 3 days)

- **INITIAL WITH FOLLOW UP** – Click "Submit Incident and Add Follow Up" (Incident submitted email will be sent immediately)

| Submit Incident Without Follow Up | Submit Incident and Add Follow Up | Do Not Submit and Return to Main Screen |

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Submit Incident Without Follow Up Information: Incident will be submitted for processing, but no information has been included in the follow up section. For incident to be complete there **MUST** be information in the follow up section. **Remember:** No information can be added until processing is complete by ISDH

Submit Incident and Add Follow Up Information: Incident will be submitted for processing. Follow up information has been added in follow up section. (Incident is complete.) Additional information can be added to follow up section at any time. Also the initial/last follow up date information will be entered on Main Screen grid.

Do Not Submit and Return to Main Screen: Incident will be held, no processing initiated, until it is complete and submitted or deleted.

Remember: Information can be added or deleted from incident if not submitted.

10. Follow up section. Click "Add/Update Follow Up" - Information **must** be entered in the Follow Up screen section to complete the incident. After entering follow up information click "Return to Main Screen" – the follow up confirmation email will then be sent.
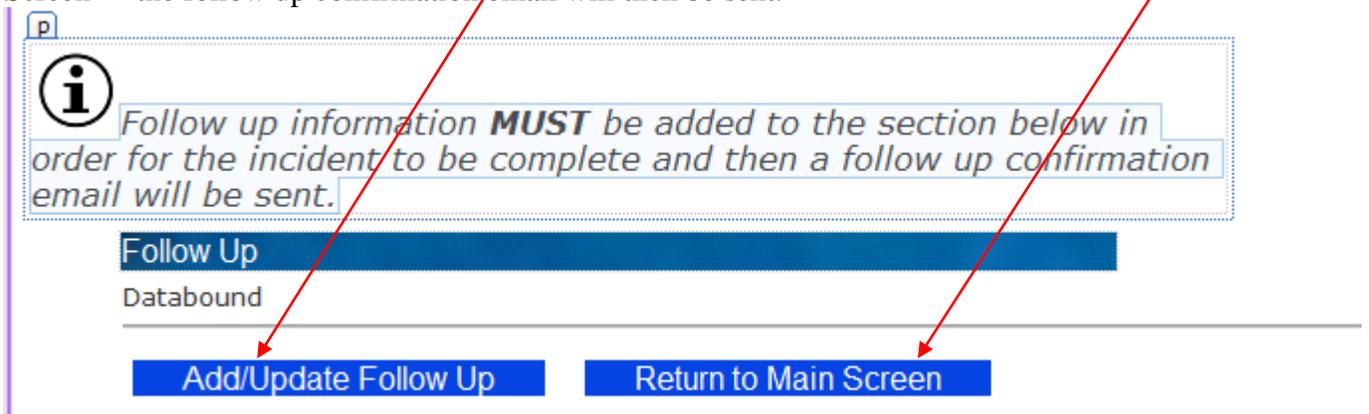
Remember: The incident reporting is **NOT** complete until information has been entered in the follow up section.

11. To provide additional information after an incident report has been submitted and processed click "Add/Update Follow Up" from the Main Screen.
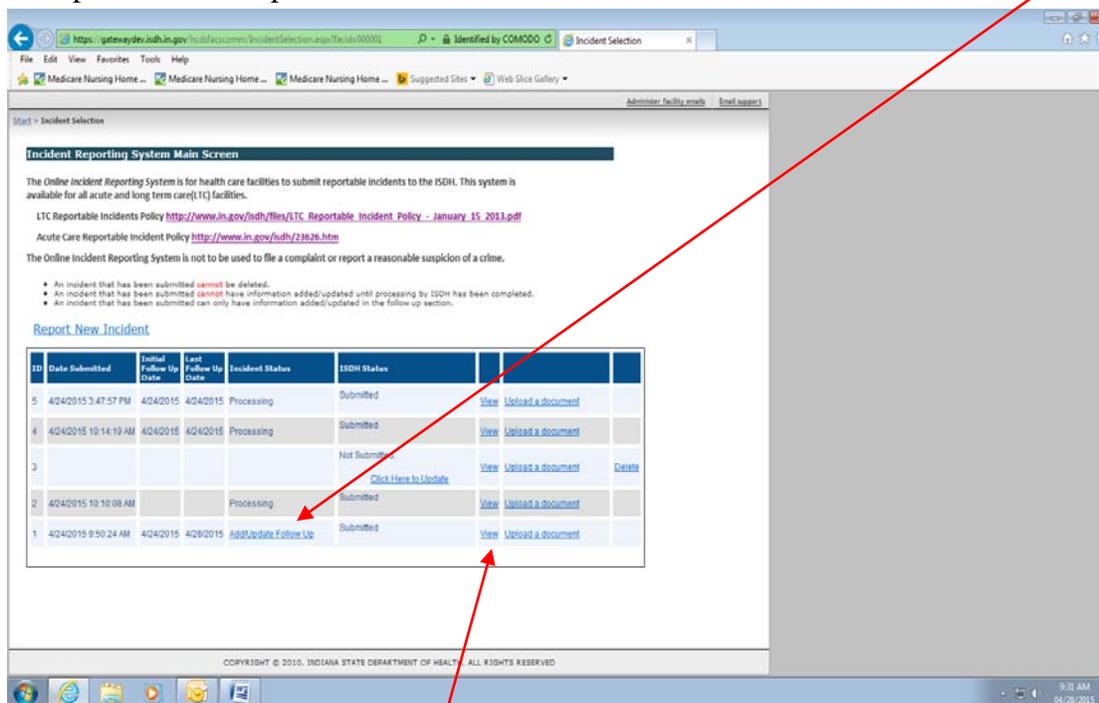
12. To print the incident report click "View" on the Main Screen, then click the "Print" button in the upper left corner of the incident form.

13. An email will also be sent for incident report(s) that are "Not Submitted" after 3 days. This is just a reminder.