Healthcare Licensing and Surveys
Electronic Incident Database
User Guide

Updated 01/10/2018

This database is for the submission of required provider self-reported incidents. Faxed incident reports are no longer to be submitted. User will be provided a username and password by HLS. An access form must be submitted and the user must have an individual valid email to create an account. An access for to add or remove users can be found at: https://health.wyo.gov/aging/hls/healthcare-facility-incident-reporting/

If you have questions regarding federal or state reporting requirements, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123. For technical questions, user access, password resets etc., please contact Jen Shirley or Tammy Schmitt at wdh-ohls@wyo.gov or 307-777-7123.

If it is weekend or after normal business hours and you are having connectivity issues, you can call the State Help Desk at 307-777-5000. They can only assist with guidance as far as if the system is down, etc. They cannot set up users, reset passwords, etc.

If any point you have attempted multiple times to access the database and do have connectivity issues, please send an email to Julia Van Dyke indicating such attempts with dates/times. This way she has a record of an attempted timely report.

Access to the application at: https://ohlsincidents.health.wyo.gov

Provider In Box:
The default tab on login is the Provider In Box. The Provider Inbox will display all of the incidents that are started but not submitted as well as any incidents that have been rejected by HLS staff.
**Provider Search:**
The Provider Search tab allows providers to search for an incident. It will search only for new unsubmitted, incidents filed as completed by HLS or rejected incidents. When an incident has been submitted it is considered in pending with HLS until they sign off completed. As such, those are not searchable by the provider until marked completed. The user can only view incidents for the specific provider(s) that they have been given access to.

![Provider Search](image)

**Provider New Incident:**
On this tab, the provider will start a new incident. Basic information is needed to create a new incident. This information is used to peek ahead to search for duplicate records. You must enter either:

No Person Involved or Person Unknown and Incident Date
Or
First Name, Last Name and Incident date

![Provider New Incident](image)
Incident data entry.

Once an incident is started the user will be on the Current incident page. Once in the incident the user has access to three sub tabs: Incident, Notes and Uploads.

Incident:

This is the page where the provider will enter the incident data. There is an upper section where they will enter data about the facility (some data will be pre-populated), victim’s and perpetrator’s. The lower section is for text describing the incident.

Upper section:

![Incident data entry form]

Lower section:

![Incident data entry form]

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In the upper section the provider will add victim’s and perpetrator’s. The user can add multiple victims with different titles. This is done by filling in the victim’s information and clicking the add button. The perpetrator’s section works in the same way.

Notes: This is where confidential messages can be sent back and forth with HLS. If HLS rejects an incident there will be a note entry with details. Please use this as a message communication tool with HLS and DO NOT send regular email messages.
**Uploads:**
This is where you can upload a PDF document *(pdf only)* to attach it to the incident. For example: CNA-105 forms, police report, etc.

Back at the main new incident page you will find at the bottom of the page are buttons to move the record forward in the workflow as well as saving the record. When moving the record forward, access will be restricted, think before you submit.
**Continue As Initial Report** --- this is when you need to just report the incident (you have not completed your investigation yet.)

**Continue as Initial, Investigation Findings and Conclusions** --- this is when you have now completed your investigation and have the details of the investigation and outcome. Or this would be when you were able to quickly complete the investigation and are first reporting and already have the investigation completed (you would skip the Continue As Initial Report phase).

The three buttons at the very bottom are for when you are working on a new incident but DO NOT want to submit it yet. (For example, you are in the middle of incident and need to go attend a meeting before finishing and submitting.)

**Verify Input** --- this will save the data in draft but also verify that you have completed all necessary fields.

**Save Input** --- this will save the data in draft.

**Delete Incident** --- this will allow you to delete a new incident you started, but have not submitted. Once submitted it can only be deleted by HLS.

As a reminder on the various status of an incident:

**INBOX**

- **Initial** Facility has submitted an “Initial Report” incident or resubmitted after being previously rejected by HLS.

- **Pending** “Initial, Investigation Findings and Conclusion Report” has been submitted to HLS or resubmitted after being previously rejected by HLS and HLS is still reviewing the resubmitted report. **Provider cannot edit in this status.**

**SEARCHING**

- **New** Facility has started an incident but has not submitted it yet.

- **Initial** Same as above

- **Pending** Same as above

- **Complete** HLS has finalized review and incident is complete and closed. **Provider cannot edit in this stage.**