Healthcare Licensing and Surveys  
Electronic Incident Database  
User Guide  
(Updated 08/03/2021)

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 Healthcare Licensing and Surveys (HLS). An access form must be submitted and the user **must have an individual valid email** to create an account. An access form to add or remove users can be found at:  
Remember to delete users after they leave your employment so that they cannot still access the system.

If you have questions regarding federal or state reporting requirements, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123. Never send PHI via email unless you use a secure email service. For technical questions, user access, password resets etc., please send an email to wdh-ohls@wyo.gov or call 307-777-7123.

If any point you have attempted multiple times to access the database and 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 and can provide you further direction.

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

A few login tips:

User passwords expire every 40 days. You are not sent a reminder notice of expiration. We recommend that users just routinely change it on a specific date each month.

It is helpful to clear your browser cache/history after changing your password. HLS can also have the system send you a new secure email with a temporary password if needed.

HLS can unlock your account if you get locked out for too many failed login attempts. If you answered your security questions when first enrolled, you can unlock and rest your password yourself.
Provider InBox

The default tab on login is the Provider InBox. The Provider Inbox will display all of the incidents that are started but not submitted and incidents that have been rejected by HLS (you need to add more information, etc.-see Notes section below). You can only see incidents for the provider in which you have approved access for.
Provider Search

The Provider Search tab allows providers to search for an incident. It will search for only new unsubmitted reports, rejected incidents or any finalized reports that are marked as completed by HLS. When a provider submits an incident it is considered to be in “pending” and under HLS review until it is signed off as completed by HLS. As such, those are not searchable by the provider.

Users can search/view incidents for the specific provider(s) they have been given approved access for, regardless as to what individual submitted the report; in other words, any report submitted for that provider.
**Provider New Incident**

This is the tab a provider will start a new incident from. Basic information is needed to create a new incident. This information is used to search the database for a similar report with the same basic information and ensure there are not duplicate records. You must enter:

No Person Involved or Person Unknown and Incident Date

Or

First Name, Last Name and Incident date
Incident Data Entry

Once an incident is officially created, the user will be moved to the Current Incident page. Here the user has access to three sub-tabs: Incident, Notes and Uploads.

Incident Tab

This is the page where the user will enter the incident details. There is an upper section where data is entered about the facility (some data will be pre-populated), victim(s) and perpetrator(s) information, etc. Multiple victims and perpetrators can be added by clicking the “add” button in each section as appropriate. The lower section is for text describing the incident.
Notes Tab

This is where confidential messages can be sent back and forth with HLS. If HLS rejects an incident there should be an entry in this section with details about the rejection and what is needed. Please use this as a message communication tool with HLS and DO NOT send regular email messages.
Upload Tab

This is where documents can be upload as a PDF document (pdf only) to attach it to the incident. If it doesn’t upload properly, it most likely is too large of a document and will need to be submitted in batches. (Size limit: 300 mb) [Document example: CNA-105 forms, police report, etc.]
Submission

There are various stages for submission. Once all tabs are completed, go back at the main Incident Tab page. 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, so ensure the proper selection is made. A summary is below.

Continue As Initial Report: This is when you need to just report the incident occurred to HLS to meet timeline requirements, etc. (you have not completed your investigation yet.)

Continue as Initial, Investigation Findings and Conclusions: This is when you have reached the point where you have completed your investigation, included the details of the investigation and outcome. There could be a situation where you could use this step instead of “Continue as Initial Report”; for instance if you were able to quickly complete the investigation and are reporting for the first time but already have the investigation completed (so 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. You would use this if you submitted as Continue as Initial and want to add more information into the system as you go through your investigation but are not yet ready to submit as finalized. You can add data and just save it without submitting.

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.
INCIDENT STATUS INFORMATION

INBOX

New
This is a new incident created and not submitted yet.
OR
An Initial Report or Initial, Investigation Findings and Conclusion Report that has been rejected by HLS and sent back to provider.

Initial
Initial Report has been submitted to HLS, but not an Initial, Investigation Findings and Conclusion Report.
During this time you can add/change information and etc. and you will need to select Save Input at the very bottom of the screen.
HLS will see these addition/changes as you make them, until such time you submit as Initial, Investigation Findings and Conclusion Report.
Note --- if you have submitted an Initial Report and have some data gathered on your investigation you would like to at least get entered, but you have NOT completed your investigation, etc. yet, then enter the data into the Initial Report and use the Save Input button as mentioned above.
Do not submit as Initial, Investigation Findings and Conclusion Report until you have the entire investigation and conclusions completed.

SEARCHING

New
Same as inbox information above

Initials
Same as inbox information above

Pending
Initial, Investigation Findings and Conclusion Report has been submitted to HLS and HLS is still reviewing. Provider cannot edit in this status.

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

In all of the status types listed above, HLS can always see what has been entered at any time.

If you need to have a report rolled back to you at any point, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123.

Again, an access form to add or remove users can be found at: https://health.wyo.gov/aging/hls/healthcare-facility-incident-reporting/
Remember to delete users after they leave your employment so that they cannot still access the system.

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