

HCSIS Frequently Ask Questions

Incident Management

[How do I file an Incident Report, Medical Occurrence event, Restraint Report or an Optionally Report event?](#)

Begin this process by selecting QM / IM / Event Data Entry. Next, enter the last name of the individual and select search. This will present the full name of the individual; select the full name after which another screen will open. At this next screen you will have the ability to select any of the above mention reports.

[I am having trouble “finding” the person in my agency that I am trying to create an incident report for... What should I do? Who do I contact?](#)

When searching for an individual, search by the last name only. If this fails, then search by the SSN only of the consumer. Searching by more than one parameter increases the likelihood of error.

If this fails, then contact the DMR Desk, informing them of your login, the name of the individual you are searching for, their SSN and the search pattern that you used.

[What is a Site Level Incident Report and how do I file such a Report?](#)

Site Level incidents are logged based on a group of individuals being affected by or involved in an incident. It is filed only when no individual reports are filed. A new Site Level incident is filed by selecting QM/IM/Site Level Data Entry. The next screen will present, 'New Site Level Incident'.

[Why is the Incident Category or Date on the Subject Bar or in a Report different than what I see in the Initial Report?](#)

If the category or date has been updated in the Final Report, it will use the date and category from the Final Report instead of the Initial Report.

[How do I delete an Event entered in error? Who do I contact to get an incident report deleted?](#)

Please contact the DMR Area Office with the event id number. A Regional Director/Designee can delete a Major Incident. An Area Office Director/Designee can delete a Minor Incident.

The Optionally Reportable event, which is used by Providers only, can be deleted by an IM Supervisor.

[Why are there multiple Incident Reports listed on the Switchboard screen?](#)

If an Incident is not approved, each version of the Incident Report will display on the screen. However, the Printable Summary will always display the most recent finalized version.

[What happens when an Individual's case transfers from one Area Office to another?](#)

The Incidents are considered part of the Individual's record and will go to the new Area Office, even if they are In Progress. The new Area Office will be responsible for their completion in HCSIS (with the assistance of the previous Area Office outside of the system).

Once the Individual is assigned to an SC at the new Area Office in Meditech, alerts will be forwarded to the new area office.

[Will a provider who serves an individual in one service, such as the residence, be able to see an incident from the day service?](#)

The system has been designed to allow for both providers of a single person's supports to know that an incident has occurred. The provider reporting the incident will have access to all information. The shared provider will be able to view the only the date and category of incident.

[Sometimes there is more than one injury in an incident. Can you enter more than 1?](#)

You can enter as many injuries as needed.

[How does the hospital screen pop up?](#)

If you answer "yes" that this incident involved a hospital visit, the hospital questions will pop up. This screen also appears when the primary category chosen is "Unexpected Hospital Visit".

[Are alerts sent through e-mail?](#)

No, you will need to go to the alert screen within HCSIS where you will find any alerts that you have received. This can be accessed through the Alerts hyperlink on the Home Page.

Is it possible to enter more than one “initial treatment provider?”

Yes, enter all that apply.

Can there be more than one choice from the dictionaries for “changes for individual upon discharge,” “current status,” and “follow-up appointments.”?

Yes, pick all that apply.

Do you include pictures with incident reports?

There is no functionality in HCSIS that uses photographs. These would have to be maintained outside of the electronic system. If photos are available, they can be noted or mentioned in the narrative description.

Will HCSIS reports be able to be generated on incidents that occur during the paper process?

No. Reports can only be generated on information entered into HCSIS.

Will Meditech populate information for providers?

Individual demographic information will be populated for providers through Meditech.

Are other EOHHS agencies adopting HCSIS?

Other agencies are currently not adopting HCSIS.

Once an agency submits an incident report, do they receive confirmation that the report has been received?

There is not a confirmation but a provider can view on the “switchboard” screen that their section of the report has been completed and the report is now with the Area Office. Once the agency finalizes the report, and the Area Office finalizes the Area Office review, an alert is sent to the provider.

If an individual transfers from one provider to another, does the HCSIS information follow them?

Yes, once an individual transfers, the individual information is then available only to the new, current provider of services.

Are there fields within the system that are required?

Yes, fields that are required to continue are indicated with a red asterisk. If you do not fill out all of the fields on a screen, it will not save and you will be prompted on the top of the screen: "One or more data entry errors are present on this page." Each field that requires data entry will have indicated next to it "Input is mandatory". You also may be prompted with "Input is mandatory based on your response to a previous question." These are conditionally mandatory fields, and are not indicated with a red asterisk.

[Is there a limit as to how many staff you can have on HCSIS?](#)

No, there is no limit.

[How do I save reports in HCSIS?](#)

All reports should be saved to your computer before printing. When prompted to Open or Save the report, click Save and then save the report to a file directory that you will be able to locate later. Once it has finished downloading, click Open to view the report, and then print for a hard copy.

[Will HCSIS reports be able to be generated on incidents that occur during the paper process?](#)

No. Reports can only be generated on information entered into HCSIS.

[Where can I go to view all the Incidents that my agency hasn't finalized yet?](#)

To view all the Incidents created by your agency that have not yet been submitted or finalized, go to the Filing Process Management Screen. This will list all Events (including Incidents, Medication Occurrences, Restraints, and Optionally Reportable Events) that are currently awaiting some action by your agency. Once you've finalized the report, the event will no longer appear on the screen. Please note that the data on this screen is refreshed every night. Therefore, if you finalize an Incident during the day, it will be removed from the screen that evening.

[Where can I go to view all the Incidents that I need to review?](#)

To view all the Incidents that are awaiting your review, go to the Review Process Management Screen. This will list all Events (including Incidents, Medication Occurrences, and Restraints) that are currently awaiting some action by either the Area Office or Region. Once the review is finalized, it will no longer appear on the screen. Please note that the data on this screen is refreshed every night. Therefore, if you complete your review during the day, it will be removed from the screen that evening.

[How do I get back to the Switchboard for an individual?](#)

Please select the Event Data Entry button.

[Where can I find the modules within HCSIS?](#)

The QM (Quality Management) tab contains the links for all of the modules in HCSIS, except for the User Administration module which is contained on the ADMIN tab. The Tools tab contains links to Reports and Alerts.

[There is no Role for a Reports person in the office; can I use the Local Administrator role for that purpose?](#)

Local Administrators do not have rights to reporting in HCSIS other than the User Administration module: if you want to designate a reports person for all modules in your office, then give them the AO/Facility or Regional Director role. However, please remember that this role also has rights to edit HCSIS documents, and so should be assigned with caution.

[Is there Online Help available?](#)

Yes, click on the link in the upper right corner of the screen that says "Help". It will give you information regarding the screen you are on and also the specific fields within that screen.

[Do I need to keep track of the Incident ID for all incident reports that are created?](#)

Yes, the incident ID provides a unique reference number for the report. As soon as the New Individual Incident button is clicked, an incident ID is created. This allows the user to reference the incident ID for In Progress Incidents also.

[Will HCSIS format dates and time for me?](#)

No, you will receive an error message prompt: "Input must be a valid date in MM/DD/YYYY format." Or "Input must be a valid time in HH:MM AM/PM format." You must format the date or time yourself.