**2.4 Reportable Events Policy**

**Purpose:** To establish policies and procedures to notify the Department of Health and Senior Services of reportable events.

**Policy:** The Company will comply with all requirements for reportable events. The company will notify the state regulatory agency by telephone and also by written confirmation using the Reportable Events form as provided by the state.

Reportable events will be reported by the Administrator to the state by phone and in writing and will include the following:

1. Any death or injury that occurred to a patient, passenger or crewmember while being treated, transported or riding in the provider’s vehicle

2. Any accident reportable in which one or more of the provider's vehicles is involved, regardless of whether or not the accident is actually reported to the police.

3. Any event occurring on or within the provider's vehicle(s) or place of business that results in any damage to patient medical records;

4. Any instance where a crewmember acts outside of his or her approved scope of practice;

5. Any and all incidents or series of incidents which, upon objective evaluation, lead to the good faith belief that the conduct is in violation of any applicable law, rule and/or regulation (including, but not limited to, any instances of child abuse or neglect, elder abuse, domestic violence and/or the utilization of physical behavioral restraints); and/or

6. Any PIOOS (Provider-Initiated-Out-of-Service) for a period greater than 30 calendar days.

The initial telephone report shall be made during regular business hours before the end of the next business day following the incident.

The written confirmation shall be in the form provided by state regulatory agency and shall include all information known to the provider or crewmembers, including the condition of, and prognosis for, any injured persons, as well as copies of any official reports (such as a police report) and the provider's estimate of the degree of disruption of services, as applicable. This confirmation shall be delivered to state regulatory agency no later than 14 calendar days after the incident.

**Related Policy:**

1. Non-Discrimination Policy
2. PIOOS Policy