Your Care Team

Care Manager

Name: _____

Phone: _____

Email: _____

Registered Nurse

Name: _____

Phone: _____

Email: _____

Notes

Your health and safety is our priority!

Not sure if you need to report an incident?

Call your Care Manager or Nurse. They will answer your questions and help you.

If you are in danger or need help FAST – call 911 IMMEDIATELY!

Incident Reporting Guide for Members

We want to protect your health and safety. You can help by letting your Care Manager or Nurse know you had an incident.

Examples of incidents to report:

- Suspected abuse, neglect, or financial exploitation;

- Personal property, such as money or valuables, are missing;

- Admission to the hospital (at any time, for any reason);

- A caregiver or provider kept you away from family or friends;

- A caregiver or provider restrained you without your permission;

- Required medical attention due to a medication, a fall, or an accident; and

- You called the police to investigate something that happened or that you suspect happened.

What will happen when you call?

Your Care Manager or Nurse will:

- Ask questions about what happened;

- Make sure you are comfortable and safe; and

- Fill out a report and send it to the State of Wisconsin Department of Health Services

After your call, we will look into what happened and discuss our review with you. We will also suggest how to avoid this type of incident in the future.

You, or your family member, should contact your Care Manager or Nurse to report an incident as soon as possible. If you are having an emergency, call 911. Only after you are safe, should you contact your Care Manager or Nurse.

Do not be afraid to report an incident. If you do not have all of the information at first, report what you know.

If you are in danger or need help FAST – call 911 IMMEDIATELY!