



## **INCIDENT REPORTING – RISK MANAGEMENT**

It is your responsibility to report ANY circumstance that does not meet with your known standards of normal practice, procedures, compliance, patient care standards, and/or employment practices that you may witness while on assignment.

Should you have an incident occurrence, i.e., injured a patient, missed a scheduled treatment, failed to respond, asked to perform a task outside of your area of expertise/knowledge, etc. you **MUST** report the incident to OpenView Healthcare.

**STEP 1:** Call and report the incidents as soon as possible.

All incidents **MUST** be reported within 24hrs of the incident.

Business Hours Call: 800-650-3803

After Hours Call: 828-455-2263

**STEP 2:** Document all the circumstances/specifics and either fax or mail:

Fax: 800-650-3804

Mail: 260 1<sup>st</sup> Avenue NW, Suite 228 , Hickory, NC 28601

E-Mail: [awhite@openviewhealthcare.com](mailto:awhite@openviewhealthcare.com)