

MBO, P.C. Patient/Visitor Incident Reporting Policy and Procedure

Policy: MBO policy is that any employee who observes an Incident, Adverse Event, or Accident involving a patient or visitor of MBO, P.C., is responsible to ensure that there is immediate management of the incident. It is the Employee's responsibility to appropriately document and manage every Incident/Adverse Event/Accident in an expeditious manner.

Definitions:

Incident: an event or circumstance which could have, or did result in unintended or unnecessary harm to a person, and or a loss or damage to property.

Adverse Event: an event with negative or unfavorable reactions or results that are unintended, unexpected, or unplanned. In practice this is most often understood as an event which results in harm or has the potential to result in harm to a person.

Accident: an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.

Procedure: If a patient or visitor has an illness or injury that requires medical assistance:

1. Assist with acquiring immediate triage.
 - A. If it is an **Emergency, Call 911 immediately** from any office phone. You will be connected to a dispatcher, who will send a police officer, and if needed, emergency medical personnel to assist you.
 - B. If it is not an Emergency but requires Medical Attention, Assess the Incident. Initiate Evaluation by a Clinical Assistant and a Physician.
2. Complete a MBO, P.C. Patient/Visitor Incident Report found on the Employee Safety Drive. Submit completed report via Email to Michelle Gerhart, Safety Committee Chair, at MGerhart@mbortho.com and Tolga Ebiri, Director of Human Resources, at TEbiri@mbortho.com immediately or as soon as practically possible not to exceed 24 hours.

Procedure: If a patient or visitor has an illness or injury that DOES NOT require medical assistance- Please complete Step 2 as noted above.

If you have any questions or concerns, call MBO Safety Committee Chair Michelle Gerhart at 609-896-0444, extension 2203 or Tolga Ebiri, Director of Human Resources, at 609-896-0444, extension 2412.