Q: What is the proper process for reporting of an incident to IDPH? Is a call to the Hotline acceptable?

A: Facilities should not routinely be calling the Hotline for notification to the Department for incidents. The only time that the Hotline should be called is when there is a death related to an incident AND the facility is unable to contact the Regional Office. This would be after hours or on the weekend, and again related to an incident resulting in a death.

Routine notification should be done via fax to the Regional Office.

Section 300.690 c) of the IDPH Skilled Nursing and Intermediate Care Facility Code states:

The facility shall, by fax or phone, notify the Regional Office within 24 hours after each reportable incident or accident. A narrative summary of each reportable accident or incident to the Department within seven days after the occurrence.

The facility shall, by fax or phone, notify the Regional Office within 24 hours after each reportable incident or accident. If a reportable incident or accident results in the death of a resident, the facility shall, after contacting local law enforcement pursuant to Section 300.695, notify the Regional Office by phone only. For the purposes of this Section, “notify the Regional Office by phone only” means talk with a Department representative who confirms over the phone that the requirement to notify the Regional Office by phone has been met. If the facility is unable to contact the Regional Office, it shall notify the Department’s toll-free complaint registry hotline. The facility shall send a narrative summary of each reportable accident or incident to the Department within seven days after the occurrence.