



*Borinquen Medical Centers of Miami Dade,
Inc.*

COMPLAINT/GRIEVANCE/COMPLIMENT

USER GUIDE

Powered By

RiskQual Technologies, Inc.



Table of Contents

Table of Contents	3
Login	1
Entering a New Complaint/Compliment	2
Complaint/Grievance.....	3
Location/Site Where Complaint Originated	3
Primary Department Involved	4
Location	5
Room Number	5
Issue Type	5
Complaint/Grievance about a Patient?	6
Patient Visit Search.....	6
Enter New Patient	7
Type of Person Issuing Complaint/Grievance	8
Complainant Search	8
Complainant Number	9
Date Complainant Reported issue.....	9
Relationship to Patient	10
Source of Complaint/Grievance	10
Complaint/Grievance Desc.....	11
Date Issue Occurred	11
Complaint Time	11
Party Directly Involved?.....	12
Save Your Complaint/Grievance.....	12
Compliment Entry.....	13
Primary Department Involved	14

Location	14
Room Number	15
Person Type Complimented	15
Complimented By	16
Compliment Date	17
Source of Compliment.....	17
Compliment Date	18
Compliment Desc	18
FOLLOW UP Entry	20
Completing Follow Up	21
Date of Follow Up.....	21
Follow Up Description	22
Completing All Open Follow Ups Assigned to You	23
Open Follow Up Grid Options.....	24
Select from My Open Follow Up List to Complete	24

The HAS system is to be used to track all incidents affecting patients and non patients, as well as near misses or “good catches”. It is to also be used to document complaints or grievances and compliments, as well as quality reviews and employee Incidents.

If you have a question as to what is reportable or not, contact your Risk Management department.

Login

To login to HAS to enter an incident or issue, click on your HAS desktop icon or the link/choice on your internal web page.

The link will take you to this site: <https://borinquen.riskqualhosting.net/has/Login.aspx>

The following login page will display:



Borinquen Medical Centers of Miami Dade, Inc.
Welcome to HAS
Event Reporting System

Please enter your UserID and Password

User ID

Password

You should have your Pop Up Blocker Turned Off for the HAS Web Site. [Click HERE To Follow Instructions To Turn Your Pop Up Blocker OFF.](#) If you have any questions ----- Please contact IT Help Desk or E-mail helpdesk@ks.org
v.=31219

LOGIN With Your Borinquen Network ID/Password -- Contact Borinquen IT Help Desk For Password Issues at Ext. 3575 or email IT@borinquenhealth.org --Contact Risk Management for System Questions/Issues



RiskQual Technologies, Inc.
[Contact Risk Management](#)
[Contact RiskQual Support](#)

[\[Contact RiskQual Technologies\]](#)

Enter your assigned User ID and Password.

Your user ID and password is the same as your Borinquen Network login user ID and password.

Problem Logging In

If you have a problem logging in or once you click LOGIN, and message states “User not found in LDAP – Contact Your System Administrator” – you have not entered your correct Borinquen network User ID and/or Password. Please contact the IT Help Desk as instructed above

Please Call Ext. 3575 or email IT@borinquenhealth.org..

If you receive an error “Invalid Username/Password”, then your User ID is not setup as entered in the HAS system. Please contact RiskQual Support at support@riskqual.com for assistance.

IF you are exited from the login page upon entering your User ID and password, your Pop Up Blocker settings are most probably turned ON on your computer’s Internet Explorer settings.



Go to your Internet Explorer icon. Click on Tools – Pop Up Blocker – Turn OFF Pop Up Blocker. This is a temporary measure to allow you to enter your Occurrence/Incident.

Go back to the link for the Event system and login.

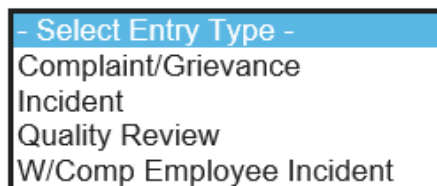
****Contact your IT Help Desk so that they can ensure that the Pop Up Blocker is turned OFF only for this website and this does not occur again****

Any other questions – contact your Risk Manager/Designated System Administrator as advised internally by your risk management/nursing direction.

Entering a New Complaint/Compliment

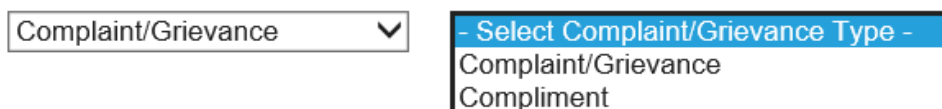
When entering a Complaint/Compliment, all required questions must be answered at a minimum before you can SAVE. If you do not save your Complaint/Compliment, it will not be saved automatically.

Upon Login to the system, you are presented with a selection to “Select Entry Type”



Click to select Complaint/Compliment to report a Complaint/Grievance or Compliment.

The following options display to the right:




Complaint/Grievance– Select if the issue you are reporting is a Complaint or a Grievance.

Compliment – Select if the issue you are reporting is a Compliment to an Employee from a Patient, Physician, another Employee or visitor/family.

Click to make the appropriate selection.



Click  to enter a new Complaint/Grievance

You will be taken to the entry screen for a Complaint/Grievance or Compliment respectively based on your selection.

*** NOTE *** When entering a Complaint/Grievance, all required questions must be answered at a minimum before you can SAVE. If you do not save your Complaint/Grievance, it will not be saved automatically.

Complaint/Grievance

When selecting Complaint/Grievance in the "Select Event Type" prompt, the following sets of questions will display. Questions will include/exclude themselves according to logic built into the screens that your facility risk manager designed. Those options are reviewed in the various screenshots below.

The issue entry questions will display to the right one at a time for you to begin answering them. As you answer each question, the responses will display on the grid to the left and the Edit link will display to the right in case you need to navigate back to change your response prior to saving the event. You can always navigate and Edit above of where you are currently answering questions.

Location/Site Where Complaint Originated

Location/Site

* Required

ADM.....	(Administrative Building)
BHR.....	(Behavioral Health Resource Center)
BFL.....	(Borinquen Medical Centers at Flagami)
CMC.....	(Carrie Meek - Villa Patricia Towers)
OUT.....	(Drop-In Education & Access Center)
MAI.....	(Main Office)
NMP.....	(North Miami Pediatric Center)
WEL.....	(Wellness & Specialty Care Center)
SWT.....	(West Dade/Sweetwater Center)
WHC.....	(Women's Center)

The facility where the complaint originated is displayed as your facility. Click NEXT to continue to next question.

If you have access to more than 1 facility, click on the drop-down arrow to view & select appropriate facility.

Primary Department Involved
Primary Department Involved

* Required

ADULTMED...	(Adult Medicine)
BEHAVIOR...	(Behavioral Health)
DENTAL.....	(Dental)
EDUCATION..	(Education Department)
EXECUTIVE..	(Executive)
FACILITIES..	(Facilities)
FINANCE....	(Finance)
HCIOSCHL...	(HCIOS Schools)
HUMANRES...	(Human Resources)
INFOTECH...	(Information Technology)
LABS.....	(Labs)
MAINADULT..	(Main - Adult Medicine)
MAINCSUITE..	(Main - C-Suite)
MAINDENT...	(Main - Dental)
MAINGERI...	(Main - Geriatric)
MAINLAB....	(Main - Lab)
MAINOBGYN..	(Main - OB-GYN)
MAINOTRCH..	(Main - Outreach)
MAINPATSV..	(Main - Patient Services)
MAINPED....	(Main - Pediatric)
MAINPHAR...	(Main - Pharmacy)
MAINRAD....	(Main - Radiology)
MENTAL.....	(Mental)
OBGYN.....	(OB/GYN)
PEDIATRIC..	(Pediatrics)
REFERRAL...	(Referrals)
REGISTRAT..	(Registration/Records)
SPECPOPUL..	(Special Population)
UNSPECIF...	(Unspecified)

Select the Department for the complaint/grievance from the dropdown

Location

Location

RESTROOM...	(Bathroom/Restroom)
ELEVATOR...	(Elevator)
EMPLOUNGE..	(Employee Lounge)
EXAMROOM...	(Exam Room)
GROUND....	(Grounds)
HALLWAY....	(Hallway)
LOBBY.....	(Lobby Area)
ENTRANCE...	(Main Entrance -Exterior)
NURSING....	(Nursing Station)
OTHER.....	(Other)
PARKINGLOT.	(Parking Lot)
REGISTRATI.	(Registration Area)
SIDEWALK...	(Sidewalk)
STAIRWELL..	(Stairwell)

Room Number

Room

Ex: Enter Room # if applies

Issue Type

Issue Type

* Required

COMPLAINT..	(Complaint (Verbal))
GRIEVANCE..	(Grievance (Written))

Ex: COMPLAINT (Minor issues that can be resolved promptly or within 24 hours and addressed without extensive investigation)

GRIEVANCE (Formal or Informal Written or Verbal Complaints made by patient or Patient Representative and cannot be resolved by staff present or requires further investigation)

Complaint/Grievance about a Patient?

Complaint/Grievance About A Patient?

* Required

☒ Yes ☐ No

Prev

Next

Ex: Was Complaint/Grievance About A Patient (Y/N)?

If YES, the Patient Visit Search question displays:

Patient Visit Search

Patient Visit Search

* Required

Search

Select Field

Value

Patient Name ▼

patient

Search

Add Patient

1 (s) Records Found.

Visit Number	Patient ID	Patient Name	Admit Date
PATMAI12345	PATMAI111	Patient, Testing	12/30/2018
1			

Please Select a page number to view more records

Prev

Next

Ex: Enter Patient Last Name, First Name To Search

IF NOT FOUND - Click ADD PATIENT to Add Patient/Visit

Enter the Patient's Last Name and click SEARCH. A listing of patient visits for that patient last name displays.

Highlight the respective patient visit associated with the event and click to select it.

The respective patient's demographics display on the grid and system advances to the next

Upon selection of a patient, the demographics entered for the patient display on the grid on the left for viewing as example below:

PATIENT/PERSON RELATED TO COMPLAINT

* Complaint/Grievance About A Patient?	Y
* Person Type	PATIENT
* Patient Visit Search	PATMAI12345
* Org/Per ID	PATMAI1
Patient ID	PATMAI111
Patient Name	PATIENT, TESTING
Patient Age at time of Visit	0
Patient Age Unit	

Enter New Patient

IF the patient is not found when searching, click ADD PATIENT button to add the patient to the system. The Add New Patient screen displays so you can create the new patient and enter the demographics information you have:

* Required

The minimum required items to save a new patient are First Name, Last Name, Patient ID, Visit # as noted in the Add Patient screen below with a Red Asterisk:

Add New Patient		
* Required		
Person Type: PATIENT	Birth Date: (mm/dd/yyyy) 	Gender: - Select -
TaxID Type: - Select -	TaxID: 	MarStatus: - Select -
First Name: *	Middle Initial: 	Last Name: *
Address		
Address Type: (HOME) ✓		
Address: 		
Zip Code: 	City: 	State:
Account Group Name: BIO		Account Name: MAI
Patient Information		
PATIENT ID *	Master Patient Index:	
VISIT NUMBER *	Admit Date: (mm/dd/yyyy)	Admit Time: (hh:mm)
Age	Age Unit: Years	Admit Phys: - Select Practitioner -
Admit Bldg: - Select -	Admit Unit: - Select -	Department: - Select -
Admit Room:	Admit Bed:	Admit Loc: - Select -
ADMIT ICD9 Search (enter either Diag. Code or a portion of description)		
ADMIT ICD9 DESC Clear		

Type of Person Issuing Complaint/Grievance

Type of Person issuing Complaint/Grievance

* Required

CONTRACT...	(CONTRACT/AGENCY)
EMPLOYEE...	(EMPLOYEE)
OTHER.....	(OTHER)
PATIENT....	(PATIENT)
PHYSICIAN..	(PHYSICIAN)
VISITOR....	(VISITOR)
VOLUNTEER..	(VOLUNTEER)

Choose the type of person issuing the complaint/grievance from the dropdown. The system will advance to the next question.

If PATIENT – the Patient Search Question displays.

Complainant Search

Patient Complainant SEARCH

* Required

Search

Select Field	Value
<input type="text" value="Patient Name"/>	<input type="text" value="PAT"/>

2 (s) Records Found.

Patient ID	Visit Number	Patient Name	Visit Date	Org/Person ID
PATMAI111	PATMAI12345	Patient, Testing	12/30/2018 12:00:00 AM	PATMAI1
PAT0292929	PAT12345888	PatientTooMAI, Testing	1/1/1900 12:00:00 AM	OP00000038

Please Select a page number to view more records

<input type="button" value="Prev"/>	<input type="button" value="Next"/>
-------------------------------------	-------------------------------------

Ex: Enter Last Name, First Name of Patient Making Complaint

IF NOT FOUND - click ADD PATIENT to add the Patient

If Patient is NOT FOUND, click ADD PATIENT button to add the patient. The Add patient screen displays for you to enter the new patient (see above section on Add Patient screen).

If Employee or Physician is selected, the respective search question will display.

If Complainant is a Visitor, or Family, other than Patient, Physician or Employee, you will be asked to provide the name of the complainant (LAST, FIRST)

Person Name

* Required

Prev

Next

Ex: Enter Person's Name (LAST, FIRST) To Whom Complaint Is Related

Complainant Number

Enter Complainant Phone Number

Prev

Next

Ex: Enter Phone Number As Example: 9545552222 No Spaces, Dashes, Parenthesis

Enter the complainant phone number if available.

Date Complainant Reported issue

Date Complainant Reported Issue

* Required

< November 2019 >						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Select Date Complaint/Grievance Was Reported by Complainant

Relationship to Patient

Relationship to Patient

* Required

CAREGIVER..	(Caregiver)
DAUGHT....	(Daughter)
EMPLOYEE..	(Employee)
FATHER....	(Father)
FRIEND....	(Friend)
GRANDCHILD.	(Grandchild)
GRANDPAREN.	(Grandparent)
LIFEPARTNR.	(Life Partner)
MOTHER....	(Mother)
NEICENEPHE.	(Neice / Nephew)
NEIGHBOR...	(Neighbor)
OTHER.....	(Other)
PARENT....	(Parent)
SELF.....	(Self)
SON.....	(Son)
SPOUSE....	(Spouse)
STEPCHILD..	(Step child)
UNKNOWN....	(Unknown)

Choose the relationship to the patient from the dropdown. The system will advance to the next question.

Source of Complaint/Grievance

Source Of Complaint/Grievance

REG AGENCY.	(DOH; TJC; CMS, AHCA)
EMAIL.....	(Email)
INCIDENT...	(Incident Report)
LETTER.....	(Letter)
PHONE.....	(Phone Call)
SOCMEDIA...	(Social Media)
SURVEY.....	(Survey)
VERBAL.....	(Verbal)
MAIL.....	(Via Mail)

Choose the source of the complaint/grievance from the dropdown.

Complaint/Grievance Desc

Complaint/Grievance Desc

* Required

Prev

Next

Ex: Enter Description Of Complaint/Grievance/Concern

Enter a description of the complaint/grievance and click Next.

Date Issue Occurred

Date Issue Occurred

* Required

November 2019						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Date Issue Occurred

Select the date when the issue occurred related to the complaint.

Complaint Time

Time Issue Occurred - Military Format

Prev

Next

Ex: Enter Time Issue Occurred (i.e., 23:00)

Enter the complaint time, if applicable and click Next.

Party Directly Involved?

Other Party Directly Involved (Y/N)?

* Required

☐ Yes ☐ No

Prev

Next

Ex: Was Any other Party Directly Involved/Associated with this issue?

If another party is directly involved in the complaint (i.e, employee or physician, click Y and questions will follow to enter the other party directly involved)


Reporter information will display at the left-hand side of the screen.

REPORTER DETAILS	
Reports?	Y
Complaint/Grievance Entered	11/13/2019
Type Of Person Reporting	USER
Reported By	WEBALL
Reporter Number	2522
Reporter Name	WEBUSER ALL PROFILE

Save Your Complaint/Grievance

At the end of the questions to be displayed for the type of complaint/grievance being entered, user is advised to Preview their work prior to saving by clicking PrevPage to move back through the entries and can make any modifications by clicking on the respective row to modify.

Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Event Entry.

Click  button at the top left corner of the Grid when ready to save the event.

Once SAVE is clicked, the initial complaint details will be saved and displayed per example below:

Save Cancel/Return Start New Entry

Entry Type: Complaint/Grievance (VIEW)

Num	Question	Response
1	* Acc Grp Code	BQ
2	Group Name	BORINQUÉN MEDICAL CENTERS OF MIAMI, INC.
3	PT Relations Number	BQMAI201900002
4	Master Number	BQMAI201900002
FACILITY/LOCATION DETAILS		
5	* Facility Where Complaint/Grievance/Compliment Occurred	MAI
7	Facility Name	Main Office
8	* Primary Department Involved	DENTAL
9	Location	OTHER
10	Location Name	Other
11	Room #	123
12	* Issue Type	GRIEVANCE
PATIENT/PERSON RELATED TO COMPLAINT		
14	* Complaint/Grievance About A Patient?	Y
15	* Person Type	PATIENT
16	* Patient Visit Search	PATMAI12345
17	* Org/Per ID	PATMAI1
18	Patient ID	PATMAI111
19	Patient Name	Patient, Testing
20	Patient Age at time of Visit	0

Thank You for Reporting.. Your Complaint Entry Has Been Submitted

My Open Follow Up
Additional Complaint/Grievance Info
Add
Click Here to add Follow Up

You can click on the respective option under “Additional Complaint/Grievance Info” to add the additional information for the complaint/grievance, if applies.

Thank You for Reporting.. Your Complaint Entry Has Been Submitted

My Open Follow Up
Additional Complaint/Grievance Info
Add
Click Here to add Follow Up

Compliment Entry

If you select Compliment from “Select Complaint/Grievance/Compliment” drop down, you will be asked some of the same general questions and some different questions.

Facility Where Complaint/Grievance/Compliment Occurred

* Required

BHN.....	(3000 Building)
ADM.....	(Administrative Building)
BHR.....	(Behavioral Health Resource Center)
BFL.....	(Borinquen Medical Centers at Flagami)
CMC.....	(Carrie Meek - Villa Patricia Towers)
OUT.....	(Drop-In Education & Access Center)
MAI.....	(Main Office)
NMP.....	(North Miami Pediatric Center)
WEL.....	(Wellness & Specialty Care Center)
SWT.....	(West Dade/Sweetwater Center)
WHC.....	(Women's Center)

Primary Department Involved

Primary Department Involved

* Required

ADULTMED...	(Adult Medicine)
BEHAVIOR...	(Behavioral Health)
DENTAL.....	(Dental)
EDUCATION..	(Education Department)
EXECUTIVE..	(Executive)
FACILITIES.	(Facilities)
FINANCE....	(Finance)
HCIOSCHL...	(HCIOS Schools)
HUMANRES...	(Human Resources)
INFOTECH...	(Information Technology)
LABS.....	(Labs)
MAINADULT..	(Main - Adult Medicine)
MAINCsuite.	(Main - C-Suite)
MAINDENT...	(Main - Dental)
MAINGERI...	(Main - Geriatric)
MAINLAB....	(Main - Lab)
MAINOBYN..	(Main - OB-GYN)
MAINOTRCH..	(Main - Outreach)
MAINPATSV..	(Main - Patient Services)
MAINPED....	(Main - Pediatric)
MAINPHAR...	(Main - Pharmacy)
MAINRAD....	(Main - Radiology)
MENTAL.....	(Mental)
OBGYN.....	(OB/GYN)
PEDIATRIC..	(Pediatrics)
REFERRAL...	(Referrals)
REGISTRAT..	(Registration/Records)
SPECPOPUL..	(Special Population)
UNSPECIF...	(Unspecified)

Choose the Department involved in the compliment from the dropdown.

Location

Location

RESTROOM...	(Bathroom/Restroom)
ELEVATOR...	(Elevator)
EMPLOUNGE..	(Employee Lounge)
EXAMROOM...	(Exam Room)
GROUNDS....	(Grounds)
HALLWAY....	(Hallway)
LOBBY.....	(Lobby Area)
ENTRANCE...	(Main Entrance -Exterior)
NURSING....	(Nursing Station)
OTHER.....	(Other)
PARKINGLOT.	(Parking Lot)
REGISTRATI.	(Registration Area)
SIDEWALK...	(Sidewalk)
STAIRWELL..	(Stairwell)

Choose the location of the compliment from the dropdown.

Room Number

Room #

Prev

Next

Ex: Enter Room # if applies

Person Type Complimented

Type of Person Complimented

* Required

EMPLOYEE... (EMPLOYEE)
PHYSICIAN... (PHYSICIAN)

Prev

Next

Ex: Select Type of Person Complimented

Choose the type of person that was complimented from the dropdown.

If PHYSICIAN or EMPLOYEE is selected, a Physician or Employee search will display.

Employee Complimented SEARCH

* Required

Search

Select Field

Value

Employee Name ▼

pat

Search

1 (s) Records Found.

Org/Person ID	Practitioner ID	Pract/Phys Name
OP00000002	PHYTESTSCH	Physician, Testing
1		

Please Select a page number to view more records

Prev

Next

Ex: Enter Last Name of Physician/Provider Who Received Compliment & Click SEARCH

Highlight and click to select the physician/provider

Enter the Name of the Employee and click search

If Physician was selected, the Physician Search question displays

Physician/Provider Complimented SEARCH

* Required

Search

Select Field	Value	
Pract/Phys Name ▼	p	<input type="button" value="Search"/>

1 (s) Records Found.

Org/Person ID	Practitioner ID	Pract/Phys Name
OP00000002	PHYTESTSCH	Physician, Testing
1		

Please Select a page number to view more records

<input type="button" value="Prev"/>	<input type="button" value="Next"/>
-------------------------------------	-------------------------------------

Ex: Enter Last Name of Physician/Provider Who Received Compliment & Click SEARCH

Highlight and click to select the physician/provider

Complimented By

Complimented By

* Required

EMPLOYEE... (EMPLOYEE)	
OTHER..... (OTHER)	
PATIENT... (PATIENT)	
PHYSICIAN.. (PHYSICIAN)	
VISITOR... (VISITOR)	
VOLUNTEER.. (VOLUNTEER)	

ed the Compliment to Employee

Choose the type of person issuing the compliment from the dropdown. If Employee, Physician or Patient is chosen, a search question will display. If another type of person, enter the last name, first name of the person.

Name of Person Providing Compliment

* Required

 x

Prev

Next

Ex: Enter Name of Person providing the Compliment (LAST, FIRST)

Compliment Date

Date Compliment was Reported

* Required

November 2019						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Select Date Compliment Was Reported by Person Complimenting

Source of Compliment

Source Of Compliment

REGAGENCY..	(DOH, TJC, CMS, AHCA)
EMAIL.....	(Email)
LETTER.....	(Letter)
SOCIALMED..	(Social Media)
SURVEY.....	(Survey)
VERBAL.....	(Verbal/In Person)

Choose the source of the compliment from the dropdown.

Compliment Date

Compliment Date

* Required

<

November 2019

>

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Date of Service Compliment is related to

Compliment Desc

Compliment Desc

* Required

The doctor was very helpful in explaining things and answered all of our questions. He was very polite and respectful.

^

v

Prev

Next

Ex: Enter Description Of Compliment

Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Complaint Entry.

REPORTER DETAILS

Reports?	Y
Complaint/Grievance Entered	11/13/2019
Type Of Person Reporting	USER
Reported By	WEBALL
Reporter Number	2522
Reporter Name	WEBUSER ALL PROFILE

FOLLOW UP Entry

Upon save of any Compliment/Grievance/Complaint, one or more automatic emails are generated to specific department managers/directors as designed by your facility Patient Relations Management team.

The email advises the particular manager that a Compliment/Grievance/Complaint has been entered for their area of responsibility. The auto email text example is below:

From: RiskQualHAS@borinquenhealth.org

Sent: Friday November 8, 2019 4:14 PM

To: deptmanagerx@borinquenhealth.org

Subject: Follow up and review for Complaint #: BQMAI2019000003

THIS IS AN AUTOMATED EMAIL -- DO NOT REPLY

An Issue has been reported per the details above. You may review it by clicking on the link below and Login to the HAS system with your assigned User ID and Password.

What – Communication – Nursing

When – 11/08/2019

Where – MAIN OFFICE - Pediatrics

Once you have completed your review of the Complaint details, Click on "Click Here To Complete Your Follow-Up" in the MY OPEN FOLLOW UP section to document your follow-up.

THIS IS AN AUTOMATED EMAIL -- DO NOT REPLY -- If you have any questions - Please Contact your Guest Relations Department.

Please click [here](#) to login to the HAS system.

Thank you.

To document any follow-up, click on "Click Here login to the HAS System" to document your follow-up.

The auto email above will have a link in the email that will allow supervisor/manager to click on the email link. Upon clicking on the link, the HAS Login page will display. Login

to HAS, and upon successful login, the system will display the specific Complaint/Grievance on the screen for which the follow up/auto email was generated.

You can review the details of the complaint/grievance or compliment by clicking on the link [Next Page >](#) at the bottom of the Grid containing all the complaint/grievance details.

Completing Follow Up

Upon clicking on the link above to enter follow up, the follow up questions display:

The type of follow up is defaulted to Department Manager Follow Up automatically.

FOLLOW UP DETAILS	
Type of Follow-Up	DEPTMGR
Type of Follow-Up Desc	DEPARTMENT MANAGER FOLLOW UP

The system will prompt you to enter the follow up as follows:

Date of Follow Up

Date of Follow Up

* Required

11/4/2019

< November 2019 >						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Select Date of Follow Up

Follow Up Description

Manager Follow Up Description

* Required

Prev

Next

Ex: Enter general description of your follow up

Document specific Causes, Actions Taken in Next Questions

At the end of the follow up questions, the system prompts you to review the entry and SAVE to save the follow up.

Preview your work prior to saving by clicking on **PrevPage**. Click **SAVE** at the top left corner when ready to **SAVE** your Additional Entry.

Click **Save and Return** to save the follow up and return to the main Complaint/Grievance or Compliment entry.


Follow Up : Department Manager Follow Up - By: WEBUSER PROFILE - Entered: 11/04/2019

The follow up entry is displayed in the Additional Complaint/Grievance Info section on the main Complaint/Grievance screen and can be viewed by any other manager/supervisor, etc., with access to search for existing Complaint/Grievances. Data can be viewed only, cannot be changed.

Click **Cancel/Return** to return to the main screen and enter another type of Complaint/Grievance if needed or review your other open/pending items to follow up.

Click **Start New Entry** to return to enter a new Complaint/Grievance for the same entry type

Click **Log Out** on the upper right corner of the system to Log Out of the System.

You can also click  the X on the upper right corner of your screen to EXIT the system.

Completing All Open Follow Ups Assigned to You

If you have additional Complaint/Grievances/occurrences or complaints that are assigned to you for Follow Up, for which you would may have also received individual emails, you will see a listing of Open Follow Ups when you click on Cancel/Return from the Complaint/Grievance detail screen.

It will display a grid showing you the list of Open Follow Ups assigned to you as of today:

Open Follow Ups/Tasks List Assigned To: WEBUSER ALL PROFILE

	Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
View	WKN0000060	BQMAI201900010	Incident	11/11/2019	11/11/2019	Patient, Testing	Department Manager Follow Up	FALL	CHAIR	MAINPED	EXAMROOM

(***IF you are a department manager, and do not see this option below, you are not assigned to receive Open Follow Up queue. Contact your Risk Manager to advise them ***).

[My Open Follow Up](#)

Open Follow Ups/Tasks List Assigned To: WEB-PB-LMC PROFILE

	Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
View	WKN0000247	PBLMC2015000005	Incident	03/07/2016	03/07/2016	Patient, Mary T	Dept Manager Follow Up	HIPAAAPHI	IMPROPDISP	643	OFFICE
View	WKN0000236	PBLMC2015000002	Patient Relations	03/04/2016	03/04/2016	Patient, Mary T	Dept Manager Follow Up	PAIN	MEDPAINMGM	604	PATROOM
View	WKN0000237	PBLMC2016000001	Patient Relations	03/04/2016	03/04/2016	Patient, Mary T	Dept Manager Follow Up	ADMITREG	DELADMIT	805	PATROOM
View	WKN0000210	PBLMC2015000008	Incident	03/01/2016	03/01/2016	Patient, Mary T	Dept Manager Follow Up	ADE	ALLERGY	606	PATROOM
View	WKN0000212	PBLMC2016000026	Incident	03/01/2016	03/01/2016	Patient, Mary T	Dept Manager Follow Up	SURGERY	FOREIGNBOD	606	OR

The grid shows the following information:

Open Follow Ups/Tasks List Assigned To: WEB 3804 PROFILE

	Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
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Name of user who's logged in for which open follow ups exist (You).

Module for which the follow up was assigned (i.e., Incident or Pt Relations (Complaints))

Follow Up Due Date – date the follow up was assigned to the user (same date Complaint/Grievance was entered)

Created date – date the follow up entry was assigned to the user

Patient/Person Name – name of the patient or person involved in the Complaint/Grievance to be followed up

Follow Up task – description of the follow up to be done by the user

Category – Category of the Complaint/Grievance for which the follow up was assigned (i.e., Incident Category, Complaint Category, etc.)

Code – Sub code of the Complaint/Grievance for which the follow up was assigned

Dept – Department involved in the Complaint/Grievance for which the follow up was assigned.

Location – Location involved in the Complaint/Grievance for which the follow up was assigned

Open Follow Up Grid Options

Sort – The default sort order is by Follow Up Date in Descending Order (latest follow ups showing at the top).

User can click on the title of any column to sort all Open Follow Ups by that column (i.e., Inc Category)

Select from My Open Follow Up List to Complete

Click VIEW link [View](#) in front of any Open Follow up task to open the Complaint/Grievance associated with that follow up task assigned to you.

Open Follow Ups/Tasks List Assigned To: WEBUSER ALL PROFILE

	Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
View	WKN0000060	BQMAI201900010	Incident	11/11/2019	11/11/2019	Patient, Testing	Department Manager Follow Up	FALL	CHAIR	MAINPED	EXAMROOM

Upon clicking View in front of any record on the Open Follow Up grid [View](#), the particular record displays:

[Save](#) [Cancel/Return](#) [Start New Entry](#)

Entry Type: Patient Incident (VIEW)

Num	Question	Response
1	Facility Group	BQ
2	Occurrence Number	BQMAI201900010
3	Master Occurrence Number	BQMAI201900010
4	Near Miss - No	N
FACILITY/LOCATION DETAILS		
6	* Facility	MAI
7	Facility Name	Main Office
8	* Dept Where Incident Occurred	MAINPED
9	Dept Name	Main - Pediatric
10	Location Where Incident Occurred	EXAMROOM
11	Location Desc	Exam Room
12	Room #/Exact Location Desc	1234
PATIENT INFORMATION		
14	* Type of Person	PATIENT
15	* Patient Visit Search	PATMAI12345
16	Patient Number	PATMAI1
17	Patient ID	PATMAI111
18	Patient Full Name	Patient, Testing

My Open Follow Up
Click Here To Complete Your Follow Up: Department Manager Follow Up - WKN0000060
Additional Incident Info
Add
Click Here to add Parties Involved
Click Here to add Follow Up
Click Here to add Additional Witnesses

Review the details of the Complaint/Grievance by scrolling down on the page to view the grid contents. Click Next Page link at the bottom of each page to advance to the next page of information for that Complaint/Grievance:

Once you have reviewed the details of the Complaint/Grievance, you can complete your follow up by clicking on “Click Here to Complete Your Follow Up” link on the upper right side of the screen

My Open Follow Up
Click Here To Complete Your Follow Up: Department Manager Follow Up


Follow the prompts to complete your follow up as per the questions in Completing Follow Up in the section above.

Cancel/Return

Upon saving your follow up entry, you can click to return to the main screen and the open follow up you just completed will no longer display on your Open Follow Up list because it has been closed/completed.

Once you're in the Open Follow Up list screen again, you can click on the next open follow up to view the next Incident or Complaint/Grievance and complete it same as above.

The My Open Follow Up grid will refresh itself for NEW follow ups assigned to you while you are logged into the same session of the system.

Click  the X on the upper right corner of your screen to EXIT the system or click Log Out.



Any Questions

Contact your IT Help Desk for Login Issues/Questions

Call Extention 3575 or email IT@borinquenhealth.org

Contact your Risk Management Department for System Questions/How To

Contact RiskQual Technologies Support Services – support@riskqual.com



***You Have Successfully Completed User
Training on
Complaint/Grievance/Compliment
Reporting***

Thank You for Training with Us!

