

Executive Office of Elder Affairs

CHAT transcript from ALR Dynamics Training webinar 6-27-19

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Will this power point be emailed to us to use a reference?

Jessica, the Powerpoint is available on the support website - <https://alrir.800ageinfo.com/2019/06/first-training-powerpoint-thur-6272019.html>

will the email be sent to all emails provided to EOEa for each community or still to ED only. All my emails have been going to the ED and none of the other emails provided.

The emails will be going to the Lead User only (i believe). Usually the Lead User is the Exec Director

If the incident occurred at say 6:22pm are we rounding?

No, use specific hour/minutes

Do we have to do an incident report on all falls?

Requirements for submission haven't changed.

we are submitting a report even when a resident does not go out for evaluation?

That is my question as well. If someone falls and does not need EMT evaluation what do we use in the scroll down box.

Not a reportable incident

so previously no resident specific information was entered now we do?

correct

Same question are we now reporting all falls?

you must file an incident report if there was Significant Negative Effect. requirements for reporting have not changed

when is access to quickbase terminated?

After 12:01 AM Friday 6/28 all reports should be through Dynamics or paper form. Quick Base will not be available for any new submissions as of this time.

"person with knowledge of incident? as an ED in building or residence?

If reporter not available, is there someone else with incident knowledge? Not a required field.

As far as I have been aware. You must report an incident if needed follow up from MD or needed evaluation at ER.

Correct

Can we still print the report for our EOEa binder?

Yes the printable version of the report is accessible via the "gear" icon on top-right of screen.

Do we get a notification that you have written a note in for us to respond to

Will you also send an email when asking for other information on the site?

Executive Office of Elder Affairs

notification of a new note in an Incident Report -- you will see a red checkmark on your list of Incident Reports

So we won't be getting an email if additional information has been requested?

No email notifications from the Dynamics system will be sent. Current practice of email communication between EOEACU & ALRs will not continue with Dynamics

how long do we have to respond to the post from EOEACU

As soon as possible, unless requested otherwise by EOEACU

Does this mean we have to log in regularly even if we are not submitting?

Yes, to view requests from EOEACU and to check report status

Can all ALR users update the posts and information needed or only the super user/ED?

any ALR user who can see the Incident Report can update/ respond to information requests.

so you will no longer send a personal email with request?

Correct

Is there what is the frame to respond (can IT look at some kind of email Notification) What is EOEACU's Recommendation for checking this area.

Daily login recommended

does it need to be the signed service plan or can it be a copy?

Preferably signed

just asking the same question again...does this mean we will NOT be receiving email notification that more info is being requested??

Correct

if cannot attach, can a fax be sent instead?

Report technical issue to ALR support before email/fax

good question Maryanne. in the past an email was sent to alert us of the need for more information. It appears that now we need to check this site regularly?

sorry, no there is no email notification of post-report info requests. we know this is important, and are working to enhance the new system. but as of now we must recommend frequent login

This would be great if an email can be sent to alert us!

How long do we have to get the requested info do we have

Answered above

How many users are allowed. My ED asked me to ask this question. My understanding it is only 4 correct, maximum of 4 users per ALR

So if a user is not in the building, how would this report get filed within the 24 hour period?

Executive Office of Elder Affairs

What will be the suggestion if a user isn't available to submit an incident-because of the restriction of users-reports may be late

Minimal report requirements must be received within timeframe allotted, as stipulated by regulations.

are the paper forms the same ones from Quickbase?

paper forms have been updated slightly. get it here -- <https://alrir.800ageinfo.com/2019/06/paper-form-incident-reporting-if-you-cannot-access-dynamics.html>

Am I correct in thinking there can only be 4 accounts or can other users be added above and beyond the 4 already indentified

Correct

What is the link or website to access this reporting system?

support blog -- <https://alrir.800ageinfo.com/>

link to Dynamics login page is in email with your account credentials

Could you show us how to print the incident report

Will add to user guide & demo at Friday 6/28 training

How long with the Quickbase site be available as read only

quickbase will be available until July 8 with read only rights

What if a resident signed the inform Consent noting they do not want EOEA looking at chart I plan to meet with resident and family to inform do I have the right to put his name on this report.

Good question Karen

Consent is separate and apart from IR system. Expectation is to identify resident in IR.

when will we get our log in credentials?

login credentials will be sent to Lead Users today (most often the Exec Dir)

Lead User is expected to distribute the user accounts to the other users