Alberta Health Services

Quick Reference Guide – REPORTERS GUIDE

Report Online **ideally within 72 hours of discovering event

1 Open insite

insite

2 Select Submit a

⚠ Report Safety Incidents

Report Patient Incidents
Reporting & Learning System
- Submit a Report
- Report Reviewer Login
- Training & Resources
- Patient Safety

3 Choose

❓ What to Report**

- **Hazards** (events '*waiting* to happen')
  e.g. Look alike medication labels
- **Close Calls** (events that *almost* reach the **patient**)
  e.g. A diagnostic test is almost performed on the wrong patient
- **Adverse Events** (events that *reach* the **patient**)
  e.g. Patient falls, medication administration errors (ex: wrong quantity given)

✔

What NOT to Report

- Workplace Health & Safety issues
- Lost property
- Narcotic *count* discrepancies - *with no patient involvement*
- Performance –related issues (should be taken to your supervisor)
- Privacy Breaches **without** a *patient safety component*.
- Family or Visitor behavior **without** a *patient safety component*.

✘

It is mandatory to enter your ***work email address*** [eg: your.name@ahs.ca]. A confirmation email will be sent to the address provided and you can choose to receive an email when the review of your RLS report is completed. Entering your work telephone number is optional.

Free text fields (ex: "Description of the Problem", "Outcome for the Patient" and "Suggestions)" may be widely shared with AHS staff. ***DO NOT use identifiers*** (this includes patient and staff initials, room numbers and patient identification numbers.); use roles (e.g. doctor, nurse, paramedic, patient). With multiple patients and/or staff, use Staff 1, 2 Patient 1, 2 etc.

Always fill out fields in the order that they appear. Specific responses have a cascading effect on the options available to each question in the series

Click on the question mark to clarify the information requested ❓

Date of birth (dd/MM/yyyy) [   ] 🗓

Date of birth, like all date fields, may be free texted. **dd/MM/yyyy**

**When date of birth is typed in, click anywhere to auto-populate in the Age Group below

All submitted reports go to Patient Safety **AND** the Manager of the location involved. Reporter confidentiality can be maintained by choosing the option to suppress your name from the manager.

**Important to Note

- Reporting an adverse event into RLS does not negate the responsibility to document the adverse event fully in the health record.
- RLS does not replace other communication channels
- ***Do not*** document in the patient record that a RLS report was submitted.

Need help choosing the degree of harm to the patient? See the *Degree of Harm* Quick Reference Guide

Need additional assistance?

- **RLS Related requests or questions can be submitted through automated forms located on Insite:**
  https://insite.albertahealthservices.ca/tools/rls/Page17189.aspx
- For technical issues please contact your local IT help desk

🔺 Reporting & Learning System for Patient Safety (RLS)