

Visitor Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Investigation and Reporting Of Visitor Injuries:

- Incident reports involving a facility visitor may not be QA documents and may be admissible.
- Employee workers compensation forms should not be used to record an incident involving a visitor.**
- If it is evident that the visitor is in need of medical attention, the facility may call a visitor family member for assistance or 911 if emergency attention is necessary.
- If the visitor is in need of minor first aid, i.e. bandage, the facility staff may assist with first aid.
- The facility should not authorize medical treatment or guarantee payment or reimbursement for medical care/exam after an incident occurs at the facility.**
- Do not refer a visitor to a specific doctor or hospital.**
- If the visitor asks if the facility will pay for their visit tell them you can't guarantee this and they should give their personal health insurance carrier information to the provider's office.
- If the visitor has additional questions please report to us and we will contact the visitor.
- Ask employees or other facility visitors who may have witnessed the incident or arrived on the scene shortly thereafter to complete a witness statement form.
- Record the name and contact information for the first individual that arrives at the scene after an incident.
- Request a detailed description on the size, color, and location of any substance found on the floor in the general area where the incident occurred.
- If there is nothing on the floor in the area where the incident took place record that also.
- Record where the visitor was when the witness first saw him or her.
- Record what **type of shoes** and clothing the visitor was wearing.
- Record whether the visitor's clothes or shoes were wet or stained.
- Record if the visitor had on glasses.
- Record if the visitor had anything in their arms when the incident occurred.
- Record whether someone was with the visitor. Obtain the name and contact information for this individual.
- Determine if this person saw the fall.
- Record what the visitor said, if anything.
- Record the time when incident occurred.
- Notice and record what was weather like outside; i.e. raining
- Notice and record whether the area where the fall occurred was in good repair.
- Observe and record whether the lighting adequate; (Esp. important in evening/ night time fall which occurred outside in parking lot, sidewalk, or driveway)
- Consider taking a photo of the scene. This is a judgment call. A picture should be taken if it may eventually help in the defense of the case.
- If the facility maintains video surveillance of the hall / area where the fall occurred, make a copy of the video surveillance immediately on a USB drive or CD. Maintain the copy for 1 year from the date of the visitor injury.
- Record and sequester any product that the visitor states was involved in the fall.  
Example: chair, area rug, plastic parking block, bed frame, or cord.