

## VENDOR SPECIAL INCIDENT REPORT INSTRUCTIONS FOR E-MAILING

Dear Provider,

Thank you for your work and help in reporting Special Incidents and ultimately keeping people safe. Also on the website is a copy of the vendor "SIR" form to be used for your agency. Instructions for using this type of SIR system have been provided below.

1) Please be sure to uphold confidentiality by including the following "**confidentiality statement**" in your emails to CMS/RCEB but to customize it to your agency. The statement below should follow all your emails to CMS/RCEB containing client information.

### CONFIDENTIALITY STATEMENT

The information in this email message is privileged and confidential information intended for the use of the addressee listed above. If you are neither the intended recipient of the employee or agent responsible for delivering this information to the intended recipient, you are hereby notified that any disclosure or taking of any action in reliance on the content of this e-mailed information is strictly prohibited. The attached material is confidential patient information and protected by the California Welfare and Institution Code, Section 5328. If you have received this copy in error, please immediately notify us by telephone or arrange for return of the original documents to us.

2) Please do not include any client information in the subject line of the email. This includes but is not limited to name, UCI, DOB, etc. The use of client initials is preferred.

3) All electronically forwarded SIRs should be password protected with the following password: "sir" sir should be in lower case and in regular type (not bold or italic).

4) Within 24-hours of the incident, please call the case manager to give verbal notification of the SIR and inform them that an electronic version of the SIR is being forwarded and that the document is password protected with the password being "sir".

5) The SIR should be emailed to the Case Manager at RCEB and copied to [sir@rceb.org](mailto:sir@rceb.org) within 48 hours of the incident.

5) The SIR form is password protected. When you attempt to open this document you will be prompted to provide the "**sir**" password.

6) Please develop an electronic and hard copy database by individual consumer to avoid breaches of confidentiality. This will also save time by having personal data saved on previous SIRs.