Incident Management Module
## Online Incident Notification

User Guide
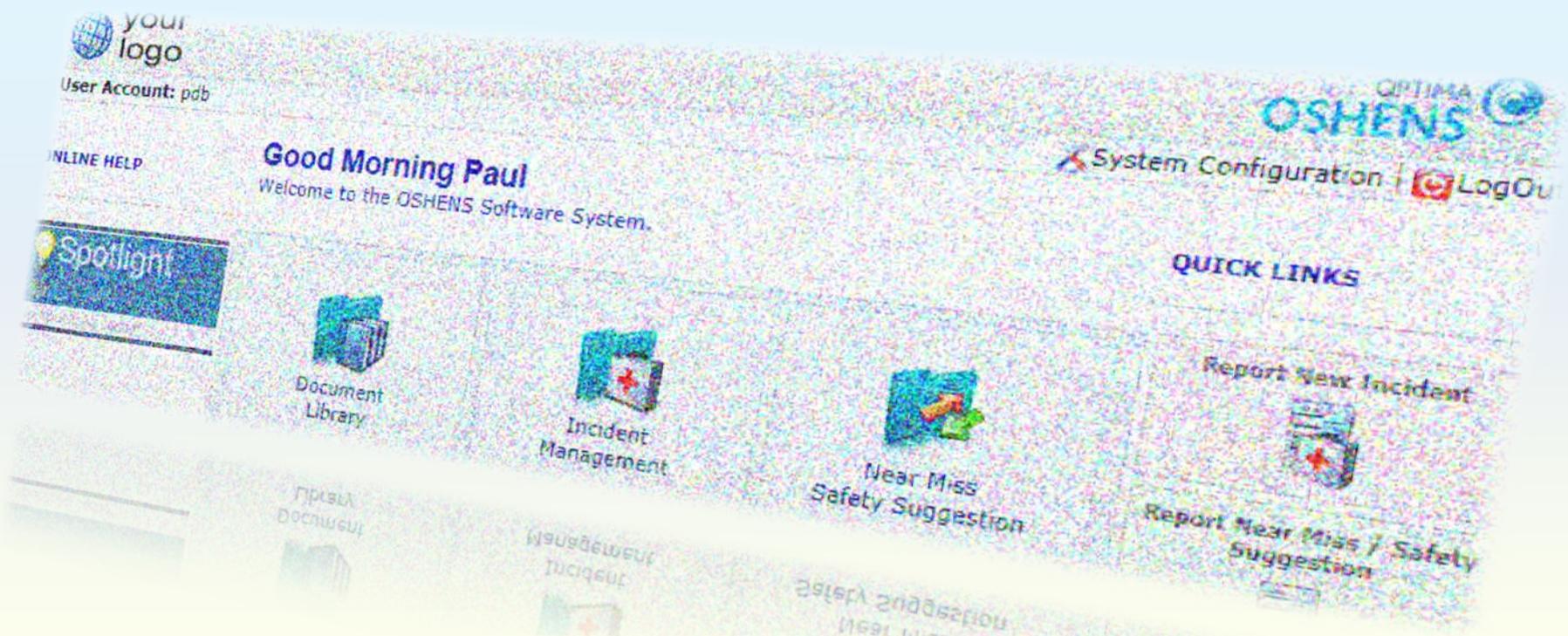
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1. INTRODUCTION

An "incident or accident" is an injury or any other occurrence that should prompt us to consider whether additional precautions may be needed.

It is important to report such events and this portal makes it easy. The system asks the right questions using a combination of drop-down options and free text fields.

To start, click on the icon with the words 'Report an Incident'

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2. STEP ONE - Begin

A. Type of Incident

The questions are grouped in logical steps. The tabs at the top of the window indicate the current or active step.

Your efforts to send accurate information as soon as possible are much appreciated and essential to help us reduce risks. A few moments of your time can stop somebody getting hurt. It could be YOU.

The first part of Step One asks you to record the type of incident you are reporting from the dropdown list. Your version of the system may contain a different selection to that shown.

Once you have made your selection the remainder of the form will respond with appropriate questions.

This is a mandatory field.

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2. STEP ONE - Begin

B. Person Making Report

The second part of Step One asks for details of who is reporting the incident.

Providing us with your details will enable us to follow up with you if there are any questions that arise as a result of your report.

Mandatory fields are marked with an *.

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2. STEP ONE - Begin

C. About the Incident

The third part of Step One asks for details of the time and date of the Incident and the part of our organisation to which the Incident relates.

Further steps, and their order, will depend on your version of OSHENS and the Incident Type.

These are mandatory fields.

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3. STEP TWO - What

What Happened

Describe what happened as fully as you can, taking care to distinguish between:

•facts you have verified yourself
•information provided by others
•opinions and evidence for them

If you do not have accurate information to hand, indicate where it may be found.

These fields are mandatory.

Once you have completed the details – click the 'Next' button

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4. STEP THREE - Where

Where It Happened

This section asks for information about where the incident happened.

If the Incident occurred on our of our sites tick "Yes", select appropriate choices from the three drop down boxes and add any other important details in the free text field.

Otherwise, tick "No" and use free text to identify the location of the event. This should include full postal address including postcode where possible.

These fields are mandatory.

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5. STEP FOUR - People

A. People

It is very important to record information about any people involved.

If no people were involved just tick the "No" box and click on the "Next" button.

The system allows you to record multiple persons including:

• injured persons/victims;
• witnesses;
• the first person on the scene.

To record people data, tick the "Yes" box –a new window opens automatically**.**

The initial "Were there people ..." question is mandatory.

If you have indicated that people were involved click the 'Add Details' button

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5. STEP FOUR - People

B. People - Personal

You need to select the person's category (employee, contractor, site visitor etc.) and the nature of their involvement.

Add their title, first and last names.

You only need to enter address details if a non-employee has been recorded.

(The system will automatically locate employee details once you have made your report).

The Category of Person, their Involvement, First Name and Surname are mandatory fields.

Once you have completed the details – click the 'Next' button

5. STEP FOUR - People

C. People – Body Map

If you have indicated that a person was inured or affected, the Body Map presents a visual representation of the injured person's body.

Here you can select the body part/s that were affected – creating visual picture of the injury.

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OSHENS

5. STEP FOUR - People

D. People – Injury

This section only appears if you have indicated that a person was injured.

It asks the right questions using a combination of drop-down options and free text fields.

To start click on the 'Add Injury' button.

5. STEP FOUR - People

E. People – Injury Details

The system asks for injury details using four drop-down boxes:

- Injury/illness –e.g. bruising
- Part of Body –e.g. leg
- Area –e.g. lower
- Side –e.g. Right

You can record multiple injuries for each injured person by repeatedly clicking on "Add" button.

Please select a severity category and add any other important details in the "Injury Comments" field.

The four Injury/Illness drop downs are mandatory fields.

Once you have completed the details – click the 'Next' button

Once you have completed the details – click the 'Next' button

5. STEP FOUR - People

E. People – Injury Details

The system asks for an initial injury or illness assessment.

You should provide an indication as to the severity of the injury and it's possible outcome.

Clearly this can only be based on your knowledge of the incident and the facts that you have to hand at the time of completing the form. It can be edited later by the Reviewing Manager if necessary.

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5. STEP FOUR - People

F. People – Treatment

Please answer the prompts to record important information about treatment given to the injured person.

There are no mandatory fields on this screen so leave them blank if you do not have the information to complete them. They will be verified (if applicable) at the next stage when we follow up on the report.

Once you have completed the details – click the 'Next' button

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5. STEP FOUR - People

G. People – Save Details

This screen saves the set of information you have just entered at the Person Involved. Simply click on the "Save details" button.

You can use the "Back" button to check details before submitting if you wish.

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5. STEP FOUR - People

H. People – Add Another Person?

The details are saved and you are returned to the main window.

You can add information about more people by clicking on "Add Another Person" as many times as is necessary.

Once you have completed the details – click the 'Next' button

6. STEP FIVE - End

A. End - Declaration

The final screen includes a declaration explaining the purpose of the report and your role in submitting it. Please read it carefully.

If you do not agree with the declaration use the "Back" button to return and clarify any entries that cause the problem.

When you are satisfied with the report, check the box and click on the "Submit Now" button.

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6. STEP FIVE - End

B. End - Processing

The system displays a message to indicate that it is processing the information.

Please wait while the system processes your report

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6. STEP FIVE - End

C. End - Completion

This screen displays an Incident Reference Number and gives you your Report Form in PDF format.

The system retains the PDF file as our Accident Book entry and will automatically notify a Reviewing Manager by email.

Click to view the incident notification
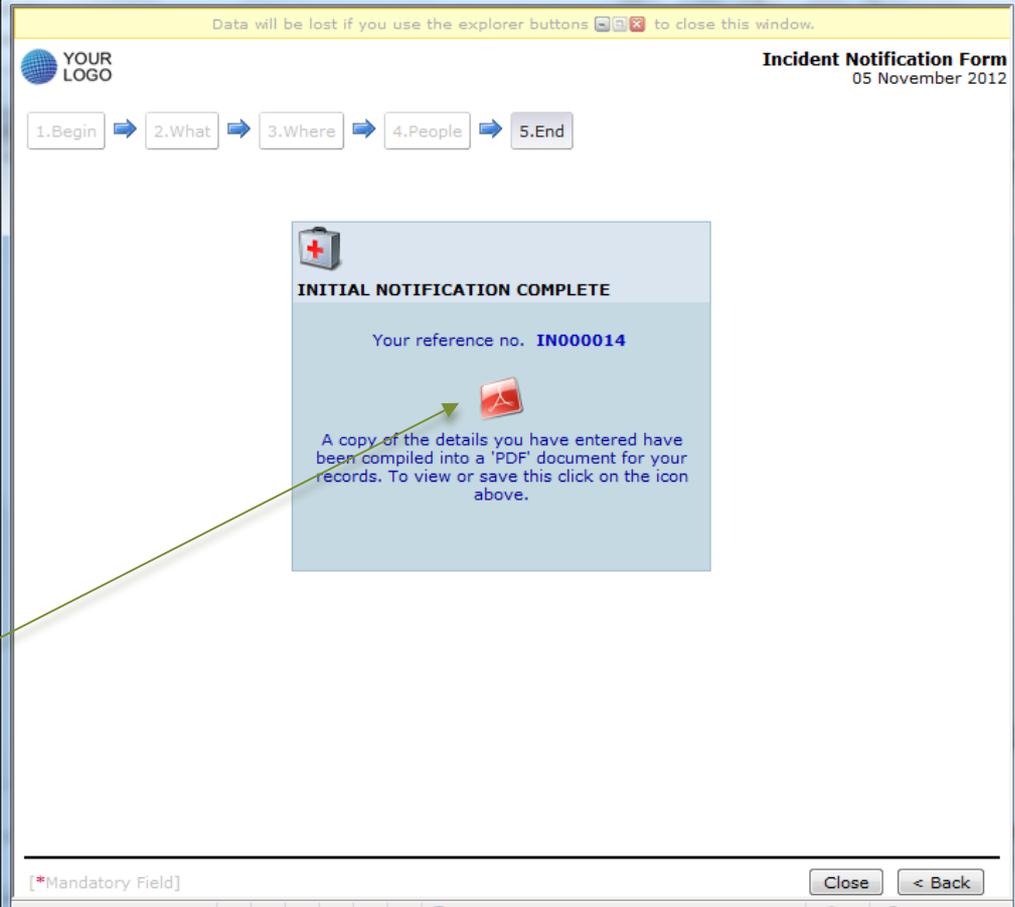
Data will be lost if you use the explorer buttons ▣▢✖ to close this window.

YOUR LOGO

Incident Notification Form
05 November 2012

1.Begin ➡ 2.What ➡ 3.Where ➡ 4.People ➡ 5.End

INITIAL NOTIFICATION COMPLETE

Your reference no. **IN000014**

A copy of the details you have entered have been compiled into a 'PDF' document for your records. To view or save this click on the icon above.

[*Mandatory Field]

Close   < Back

6. STEP FIVE - End

D. End – PDF Report

There is no need to print a copy unless you need it for a specific purpose as the notification form is stored by the system.

The Reviewing Manager can access a copy if necessary.

You have now completed the Incident Notification Form.

Thank you