TN | Department of
Human Services

# Reporting and Managing Incidents and Injuries

Overview

This Quick Reference Guide shows Providers how to report and manage incidents and injuries in the Provider Portal.

Audience

Child Care and Adult Day Services Providers

Accessing the Injuries and Incidents Screen

To access the **Injuries and Incidents** screen, go to your Provider site dashboard. There, select the **Incident and Injury** button, located within the **Manage Profile** section.
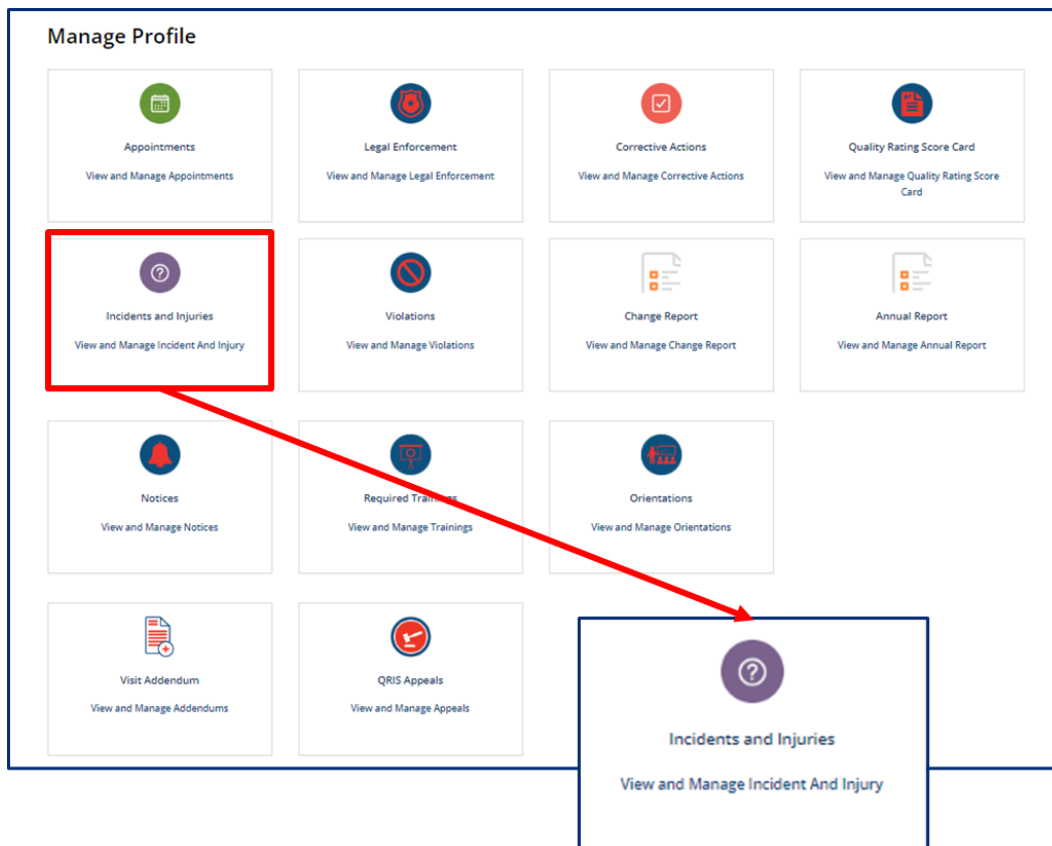
Creating an Incident/Injury

Once you have selected the **Incident and Injury** button from your Provider site dashboard, select the **Create Incident/Injury** button.

YOUR CASE SUMMARY   CREATE INCIDENT/INJURY

Case number	Status	Assigned to	Task type
PCS0001232	Open	MARGO MATHIS	Provider Case

You will then see a form appear, titled **Report an Incident/Injury**. To complete the form:

1. Select the **Provider** you wish to report from using the drop-down.
2. You will see the **Provider Information** section completed, based on your profile information.

REPORT AN INCIDENT/INJURY

Child care and adult day services providers are required to submit a completed Incident/Injury Report to the Tennessee Department of Human Services (TDHS) the same day for any incident or injury involving a child or adult in the provider's care (including on and off-site activities) where treatment by a medical professional was necessary. If a medical professional determines that no injury occurred, or that treatment was unnecessary, then completion of this form is not required. First aid provided by agency staff is not medical treatment requiring completion of this form.

Once you submit, you will not be able to make modifications. You will need to call your regulatory individual to make any other changes.

*Provider
Southern Stars   ①

*Case Type
Incident/Injury

Provider Name
Southern Stars

Provider ID
105734

Provider Type
Child Care

Regulatory Agency
DHS Child Care

Phone Number
(615) 509-9423

Email Address
southernstarsmontessori@gmail.com

②

Street Address
910 Wedgewood Avenue

Street Address 2

City
Nashville

County
Davidson

State
TN

Zip Code
37203

3. Fill out the **Incident Report.** In this report, you must provide basic information on the incident, such as

when/where it occurred, when the parent/guardian/family was notified, and your response. Please note, entry requirements on this section will vary based on Provider Type.

Child Care:

Adult Day Services:

4. Click the **Add** button to provide details for the **Child / Participant Involved**.

5. Complete the pop-up window detailing each participant's gender, age, and unit of age. Once complete, select **Add**.

6. Once you have completed the form, select **Submit.** Once you submit the report, you will not be able to make modifications. You will need to call your regulatory individual to make any other changes.

Opening Incident and Injury Reports

Once you have submitted an **Incident/Injury,** you will see it listed in **Your Case Summary**. This section has a list of submitted reports.

To open a case, click the **Case Number** of the report you wish to open.

YOUR CASE SUMMARY			CREATE INCIDENT/INJURY
Case number	Status	Assigned to	Task type
PCS0001232	Open	MARGO MATHIS	Provider Case