



Reporting an Adverse Event, Unanticipated Outcome or Potential Claim

Reporting an unanticipated outcome as early as possible to Constellation has many benefits. A completed incident report allows our team to provide early intervention, including specialized support, through our HEAL program.



Early reporting:

- ▶ Triggers coverage
- ▶ Allows for a thorough event analysis while the details of the incident are still fresh
- ▶ Connects clinicians to a Clinician Peer Support Consultant to help navigate the unanticipated outcome
- ▶ Grants access to communication assistance to help guide your team through conversations with each other, and with patients or senior living residents and their families
- ▶ Expedites access to our risk consultation services that will help uncover what contributed to the adverse event and help to improve processes
- ▶ Is likely to reduce any indemnification costs where liability is determined to exist

Constellation believes in defending the good medicine of our customer clinicians, care teams and health care organizations.

Good for care teams. Good for business.



Report when any of these instances occur:

- ▶ There is an unanticipated outcome resulting in injury to the patient or senior living resident.
- ▶ A birth results in injury or death of the infant or mother. (In this instance, you may want to consider preserving the placenta for future testing.)
- ▶ A failed medical device results in patient or resident injury. Be sure to secure the defective device for future testing. Do not send the device back to the manufacturer for testing until you consult with us. Make sure your organization complies with regulatory reporting requirements for medical devices.
- ▶ You are served with a lawsuit.
- ▶ You receive a letter from an attorney stating that they are making a claim on behalf of a patient or resident against a physician, hospital or facility.
- ▶ You are contacted by a licensing board that states they are commencing an investigation.
- ▶ If we insure the premises for general liability, notify us of any reported injuries or property damage that occurs on the premises.



How do I report?

Sign in to MyAccount on ConstellationMutual.com, navigate to the *Incident/Claim* dropdown and then click *Report Incident*. Known information from your account will pre-populate on the form. Additionally, you can also check the status of a claim at a later date through MyAccount.

The form can also be accessed without signing in to MyAccount. It is located in the top navigation on the home page of our website.

Please call **1.800.328.5532** for more assistance or help reporting an incident or claim.



Who should report?

We prefer that our policyholders report the incident, as they have first-hand knowledge and the details we need to proceed. However, we understand that our brokers and agents may want to be involved in reporting.