



COVID-19 Reporting Options in Therap

Please report any COVID-19 related issues including suspected illness by clients or staff to: cov19@farnorthernrc.org

1. In addition please do the following in Therap:

This document provides guidance on how FAR NORTHERN REGIONAL CENTER would like Vendors to enter incidents related to COVID-19 into Therap. In coordination with FAR NORTHERN REGIONAL CENTER, Therap has added the following incident type:

Event- Other/ Event Type- Communicable Disease/ Sub-type- COVID-19

How to add Other Events in Therap:

https://help.therapservices.net/app/answers/detail/a_id/219

Expected Reporting

Vendors are being asked to report on the following items related to COVID-19:

1. Individuals with positive test results for COVID-19
2. Individuals with suspected COVID-19 without positive test results
3. Individuals whose service provision will be altered due to the impact of COVID-19 (i.e, a consumer who is under quarantine due to recent travel or possible exposure), and

4. Any incident that is currently reportable to FAR NORTHERN REGIONAL CENTER but is also COVID-19 related (Relocation, ER visit, Hospitalization, Urgent Care, etc.).

Multiple Events in One GER

The incidents you will enter may have multiple events. For a single individual please enter as many of the above events as are relevant in one incident, if you know about them at the same time. For example, you would create an event stating that an individual tested positive, add another event that they visited the ER, and one more event stating they were relocated. All 3 events should be listed as separate events with a High notification level

The screenshot displays a multi-step reporting process with five tabs: 1. Basic Information, 2. Event Information (active), 3. State Specific Information, 4. Actions Taken, and 5. Preview. A yellow warning box states: "NOTE: This GER might contain unsaved changes. To ensure no information is lost, please save the GER from Preview page." The "Event Information" section includes an "Event List" with one entry: "Other" with the description "Isabella fell while running down the hallway." To the right of this entry are "Edit" and "Remove" buttons. At the bottom right, there is an "Add Another Event" button with a blue arrow pointing to it.

The window for reporting is still 24 hours, so if a consumer has additional items after 24 hours, please enter it in a new GER.

Change from Suspected Case to Confirmed Case

If a consumer moves from a suspected case to a confirmed case after the 24 hour period, when you enter the confirmed case as a New GER, please write "Suspected case confirmed" in the Plan of Future Corrective Action field. This will allow us to track cases that have been confirmed and avoid double-counting.

High - Medium - Low

For COVID-19 related events, we are using notifications levels as noted in the guidance below:

High = Individuals who test positive for COVID-19.

Medium = Consumers who have a suspected case of COVID-19.

Medium = Consumers with a change in service related to COVID-19.

If a consumer has multiple of these (suspected case and change in service), the highest one should be used.

If you have any questions, please contact FAR NORTHERN REGIONAL CENTER’S SIR Line: 530-215-2519 or cov19@farnorthernrc.org as soon as possible.

How to Enter COVID-19 Related Incidents

RC Category	GER Event Type and Sub Type	GER Notification Level	Incident Definition	Notification Timeline
Consumer tested positive for COVID-19	Event: Other Event Type: Communicable Disease Sub-Type: COVID-19	High	Consumers who test positive should be entered as High Notification Level incidents. For all incidents related to the COVID-19 outbreak, please enter this Communicable Disease Event to flag it as COVID-19 related. Then, add additional Events to the incident to report on the specifics of what happened. If a consumer moves from a suspected case to a confirmed case, when you enter the confirmed case, please write “Suspected case confirmed” in the Plan of Future Corrective Action field, leaving the rest of the field blank (you can enter your Plan of Future Corrective Action details under Corrective Action Taken in this case- just make a note). This will allow us to track cases that have been confirmed and avoid double-counting.	Within 24 hours or the Next Business Day

<p>Consumer has a suspected case of COVID-19</p>	<p>Event: Other Event Type: Communicable Disease Sub-Type: COVID-19</p>	<p>Medium</p>	<p>Consumers who have suspected cases of COVID-19 should be entered as Medium Notification Level incidents. For all incidents related to the COVID-19 outbreak, please enter this Communicable Disease Event to flag it as COVID-19 related. Then, add additional Events to the incident to report on the specifics of what happened. For a consumer who has a suspected case, you may be adding events for ER visit, hospitalization, or relocation, for example, if those actions were taken.</p>	<p>Within 24 hours or the Next Business Day</p>
<p>Consumer has a change in service provision due to COVID-19</p>	<p>Event: Other Event Type: Communicable Disease Sub-Type: COVID-19</p>	<p>Medium</p>	<p>Consumers who have a change in service provision due to COVID-19 should be entered as Medium Notification Level Incidents. For all incidents related to the COVID-19 outbreak, please enter this Communicable Disease Event to flag it as COVID-19 related. Then, add additional Events to the incident to report on the specifics of what happened. For a consumer who had a change of service provision, you may be adding events like relocation, if those actions were taken. If no reportable events happen as a result of the change in service provision, you can just enter the Communicable Disease, Medium Notification level incident and describe the change in the incident.</p>	<p>Within 24 hours or the Next Business Day</p>