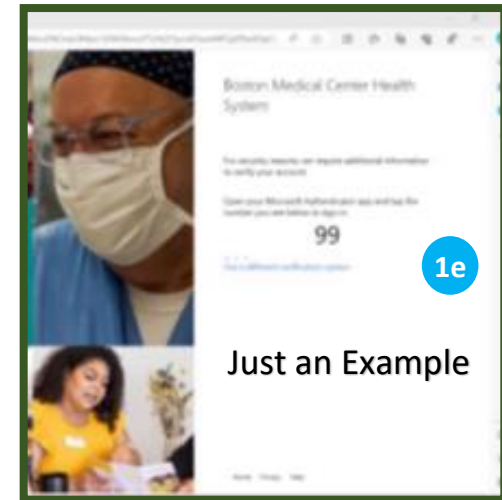
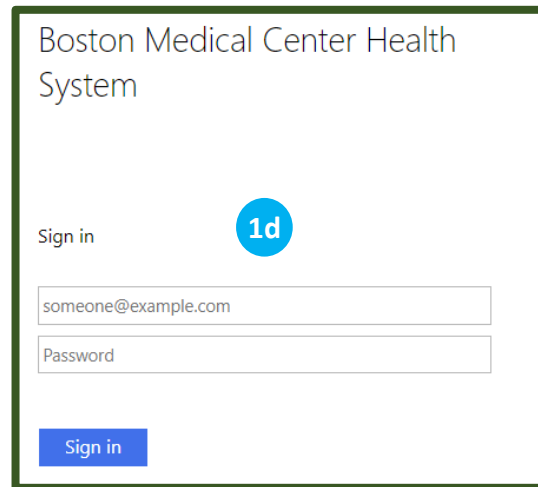
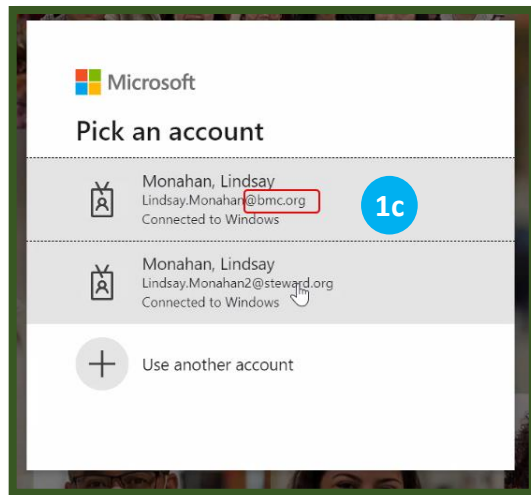
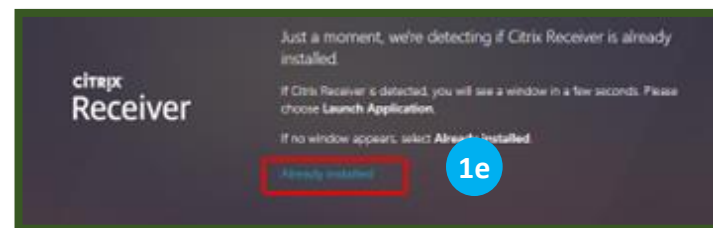
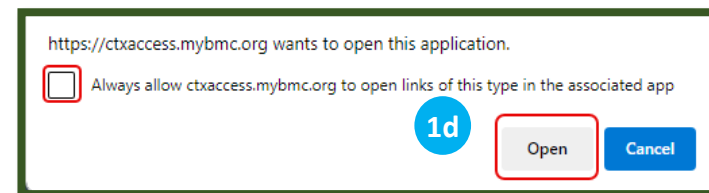
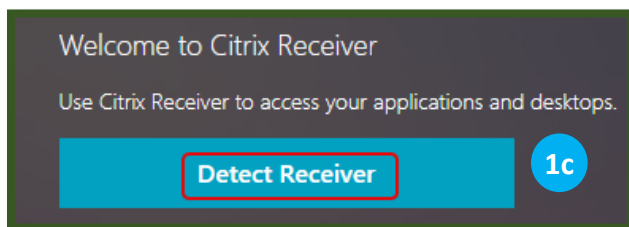


1. Open a new web browser(Microsoft Edge) and go to **MYBMC.ORG** page. **Click** to open **Good Samaritan and St. Elizabeth's Employee HUB**. The **RL Incident Reporting application link** is on the webpage under **Quick Links** and the resource and **tip sheets** are located under **Clinical Tools** (under the Resources and Information section). The link will take you to the Citrix XenApp page, where you can launch the RL Incident Reporting application. When presented with a login account, use the BMC email and password login and **authenticate using your Microsoft authenticator application** on your smartphone.

The screenshot displays the 'Welcome to BMC Health System' page. At the top, it says 'Your Daily Hub for Everything at BMC Health System' and 'Find everything you need to make your day run smoothly, from the latest system-wide announcements to key links, feedback.' Below this is a 'Quick Links' section with a list of links: 'BMCHS Email Inbox', 'Timesheets and Time Off (Kronos)', 'Onboarding, Benefits and Training (Workday)', 'IT Service Desk', 'Facilities Work Order', 'UpToDate', 'Branding Resources - Good Samaritan', 'Branding Resources - St. Elizabeth's', and 'RL Incident Reporting'. A red box highlights the 'RL Incident Reporting' link, with a blue circle '1b' next to it. Below the 'Quick Links' is a 'GSMC Quick Links' section with links for 'Interpreter Services & Disability Aids Requests', 'Housekeeping', 'Patient Transport/Equipment Requests', 'Weekly Menu', and 'Work Order Request-BioMed'. On the left side, there is a 'Good Samaritan and St. Elizabeth's' section with a purple button 'Visit Your Employee Hub →' and a blue circle '1a' next to it. Below the 'Quick Links' and 'GSMC Quick Links' is a navigation bar with tabs for 'Administrative Tools', 'Clinical Tools', 'Policies and Protocols', and 'Financial Tools'. Under the 'Clinical Tools' tab, there is a 'RL Incident Reporting' section with a text block and two buttons: 'How to Access and File in RL →' and 'RL Icon Guidance →'. A red box highlights the 'How to Access and File in RL →' button, with a blue circle '1c' next to it. A 'Meditech' section is also visible to the right of the 'RL Incident Reporting' section.

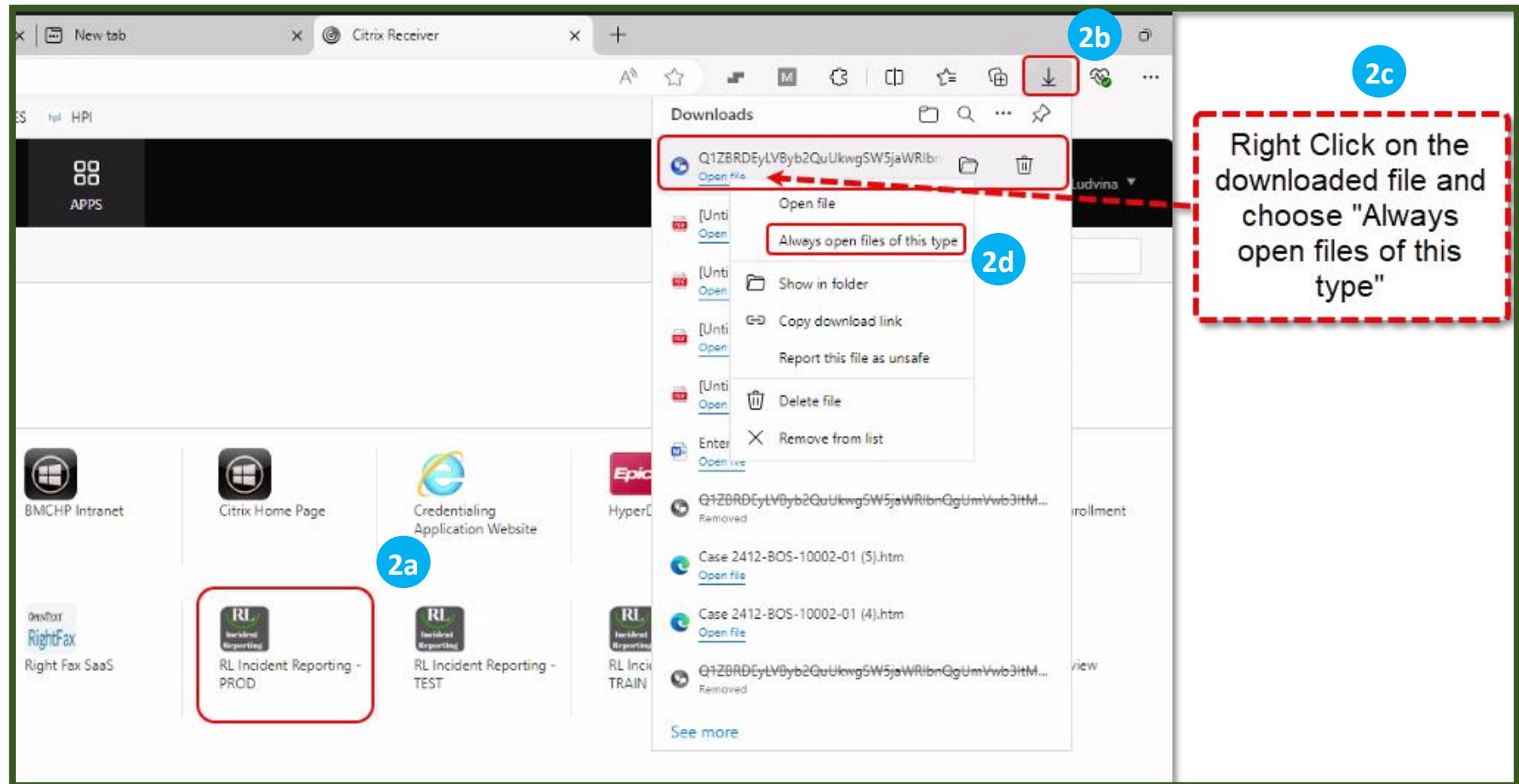


PLEASE NOTE: The first time you log in, **check** the box that says, "**Always allow ctxaccess**" after clicking on "**Detect Receiver.**" This box looks the same in Chrome and Edge. After this, you won't need to download Citrix again for the rest of the day. **Click** on "**Already Installed**" to open the Citrix page.

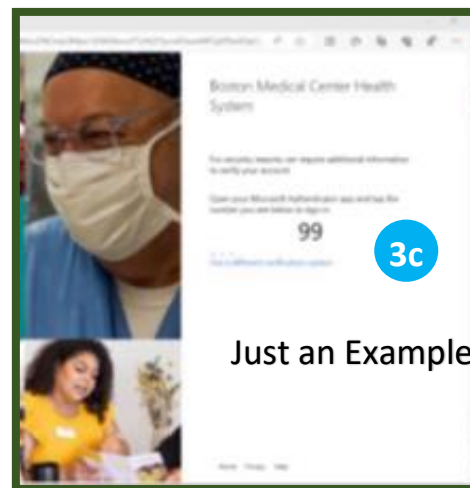
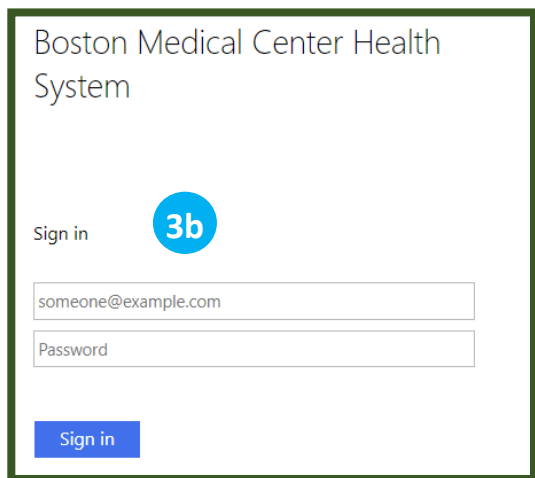
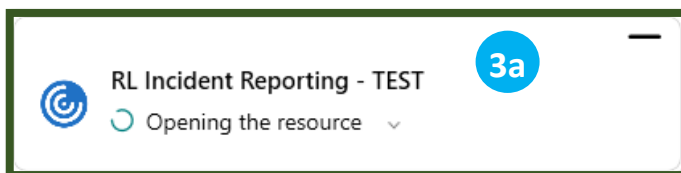


Steps to Access and File RL Incident Reporting

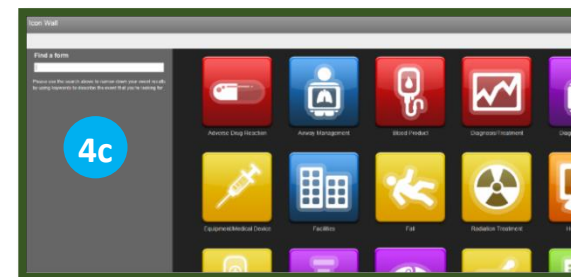
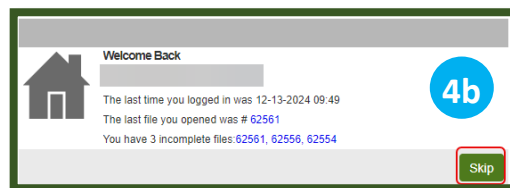
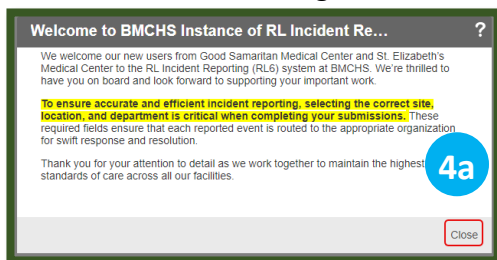
2. Once logged into Citrix, locate and launch the **RL Incident Reporting – PROD** application. If you are presented with a downloaded file, **right-click** on the file and choose **“Always open files of this type,”** refresh your screen (press F5) on your keyboard, and click to launch the **RL Incident Reporting – PROD** application again.



- After launching the application, please be patient; the resource may take some time to load. Once the resource is active, you must **log in again using your BMC email and password** to access **RL Incident Reporting** application. You may have to authenticate using **the Microsoft authenticator application** on your smartphone.



- Upon successful login, you will arrive at the **Icon Wall** by **closing the announcement screen and skipping the Welcome message box**. You can scroll through the icons to locate the specific form you need. Click the desired form to submit your event.



Steps to File a New RL Incident Reporting

5. **Select** the icon that best represents the type of event that you are reporting.

Please Note - The New BMC System requires selection of an icon to create an event report.

The screenshot shows the 'Icon Wall' interface. On the left, there is a search section titled 'Find a form' with a search bar and instructions: 'Please use the search above to narrow down your event results by using keywords to describe the event that you're looking for.' Below the search bar, it says '23 results are available.' and there is a checkbox for 'Anonymous Mode (click here to open a submission form anonymously)'. A red dashed box highlights this checkbox, and a red arrow points from it to a larger callout box. The callout box contains the text: '*Please Note* - If you wish to report anonymously, please select the box titled "Anonymous Mode".' The main area of the interface is a grid of 15 icons, each with a label below it: Airway Management, Anesthesia, Blood/Tissue Product, Diagnosis/Treatment, Employee Safety Event, Equipment/Medical Device, Fall, Good Catch, Healthcare IT, Infection, Lab/Specimen, Maternal / Childbirth, Medication/Adverse Drug Reaction, Patient ID/Documentation/Consent, and Provision of Care.

Please Note - If you wish to report anonymously, please select the box titled "Anonymous Mode".

6. **Populate information in the required fields denoted by the “green asterik” to include** the specific event type, the type of person affected, severity level, whether an injury occurred and a brief factual description of the event.
- *Please Note* - Severity level designations have changed to match BMC definitions.**

BOSTON MEDICAL CENTER

Just an Example

Fields labeled with an asterisk(*) are required.

Provision of Care

General information about the provision of care event

Specific Event Type *

Type of Person Affected *

Severity Level (Reported) *

Injury Incurred? *

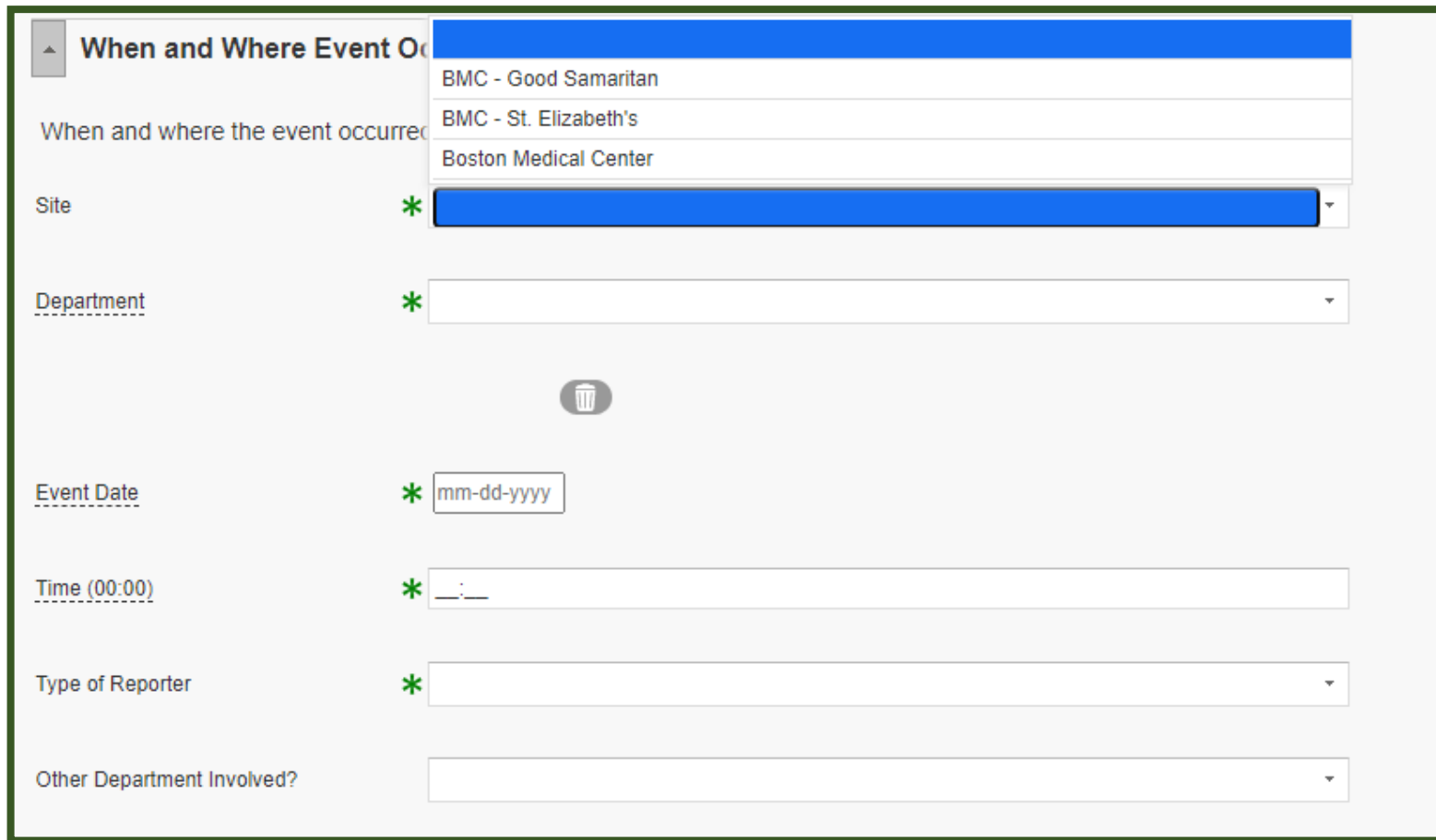
- A. Unsafe Condition (Non Event)
- B. Near Miss. No Harm - Didn't Reach Patient - Caught by Chance
- C. Near Miss. No Harm - Didn't Reach Patient - Caught by Caregivers
- D. No Harm - Reached Patient - No Monitoring Required
- E. No Harm - Reached Patient - Monitoring Required
- F. Harm - Temporary, Intervention Needed
- G. Harm - Temporary, Hospitalization/Higher Level of Care Needed
- H. Harm - Permanent
- I. Harm - Permanent, Intervention Required to Sustain Life
- J. Death - Expected

Equipment Involved/Malfunctioned?

Did Healthcare IT cause or contribute to this event?

Brief Factual Description *

7. Make sure to **choose your site and department** information to appropriately file to the correct hospital. Complete the rest of the required fields.



The screenshot shows a web form titled "When and Where Event Occurred". A dropdown menu is open for the "Site" field, showing three options: "BMC - Good Samaritan", "BMC - St. Elizabeth's", and "Boston Medical Center". The "Site" field is marked with a red asterisk. Other fields include "Department" (marked with a red asterisk), "Event Date" (marked with a red asterisk, with a placeholder "mm-dd-yyyy"), "Time (00:00)" (marked with a red asterisk, with a placeholder "___:___"), "Type of Reporter" (marked with a red asterisk), and "Other Department Involved?". A trash icon is visible below the "Department" field.

8. Enter the details of the person affected.

Please Note - The look-up feature is not functional currently. The Integration between Meditech and RL is still in progress. Please open Meditech to determine the MRN, Account Number, name of patient, date of birth and Admission date.

Person Affected Details

Notice for Good Samaritan Medical Center and St. Elizabeth's Medical Center Users

Please note that the integration between Meditech and RL6 is still in progress. At this time, patient data cannot be imported from Meditech into RL6. We kindly ask that you manually enter patient information into the form until the integration is complete. Thank you for your understanding.

Details of the person affected by the event

Person Affected MRN *

Encounter/Account #

Person Affected First Name

Person Affected Last Name *

Person Affected Date of Birth *

Person Affected Age

Person Affected Admission Date *

Person Affected Gender

9. When completed, click **“Submit”**.

Delete Exit More Actions ^ Submit