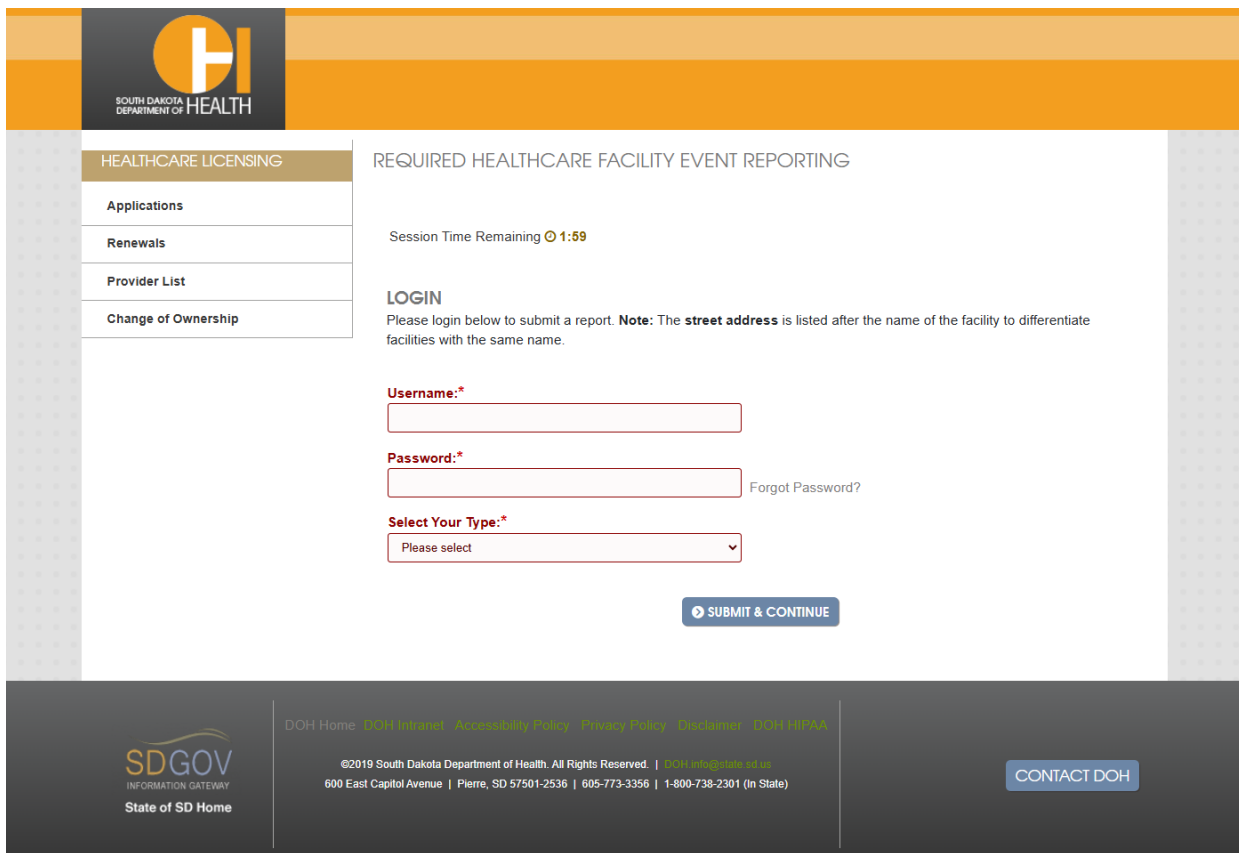


How to Report an Incident:



The screenshot shows the 'REQUIRED HEALTHCARE FACILITY EVENT REPORTING' page. On the left is a navigation menu with 'HEALTHCARE LICENSING' and sub-items: 'Applications', 'Renewals', 'Provider List', and 'Change of Ownership'. The main content area has a session timer showing '1:59' remaining. Below this is a 'LOGIN' section with instructions: 'Please login below to submit a report. Note: The street address is listed after the name of the facility to differentiate facilities with the same name.' The login form includes fields for 'Username:*' and 'Password:*', a 'Forgot Password?' link, and a 'Select Your Type:*' dropdown menu with 'Please select' as the current selection. A 'SUBMIT & CONTINUE' button is at the bottom of the form. The footer contains the 'SDGOV' logo, contact information for the South Dakota Department of Health, and a 'CONTACT DOH' button.

STEP 1: LOGGING IN

To log into the incident reporting system: <https://www.sdhls.org/facilities/report/>

Once a provider type is selected, a drop-down box should appear with all the providers of that category. (If the facility bar does not appear after you select your provider type, try refreshing the page)

STEP 2: SEARCHING FOR A PREVIOUSLY REPORTED INCIDENT

Once logged into the incident reporting system, you can view previously reported incidents to check on the status by searching for a previously reported incident or submitting a new incident.

- To search, simply enter your desired terms such as event type, patient info, report type, or allegation type and hit search. All relevant documentation will appear.



ONLINE REPORT LIST

Patient/Resident Last Name:

Patient/Resident First Name:

Event Type:

Please select
Death, other than natural causes
Disaster/fire/loss of utilities
Missing patient/resident
Suspicion/allegation of abuse/neglect

Allegation Type:

Please select
Physical harm/injury
Misappropriation of property/funds
Use of profanity, gestures, acts
Misconduct

Hold down the Ctrl or Shift key and click to select multiple options.

Status:
☐ Accepted ☒ Rejected ☒ Submitted ☒ Updated

Report Type:

Please select

SEARCH

Edit	Submit Date	Patient/Resident Name	Facility Name	Event Type	Allegation Type	Status	Report Type
	06/26/2023	Sue Falls		Suspicion/allegation of abuse/neglect	Fall	Submitted	Final
Edit	06/15/2023	Jane Doe		Death, other than natural causes	Misappropriation of property/funds	Submitted	Initial
Edit	06/15/2023	John Doe		Suspicion/allegation of abuse/neglect	Physical harm/injury	Rejected	Initial

ADD NEW

STEP 3: ADDING A NEW INCIDENT

To add a new incident to the system, please select Add new at the bottom of the page, which will then take you to this screen.

- Note: The admin on file is automatically added to the recipients, but you can add up to 7 email addresses to receive notifications about a reported incident. You do not need to have all boxes completed.

*Please note that once you begin filling out a new report, you have 2 hours before the site will time out to complete and submit an incident.

If you have a past incident, a cognizant resident, and/or all the information, a final report can be submitted. It should be noted in the narrative, "This is an initial and final report." Remember to mark the report as a final.



REQUIRED HEALTHCARE FACILITY EVENT REPORTING

REPORT TYPE

If you are submitting your initial and final report together and are within the initial reporting timeframe, please select final.

Type: ☒ Initial* ☐ Final*

FACILITY

Name: Avantara Smithfield

City: Nowhere USA

Phone Number: (605)867-5309

Fax Number: (605)867-5309

Type: Assisted Living Center

Email Address(es):

Jane.Doe@state.sd.us		user3@domain.com
user4@domain.com	user5@domain.com	user6@domain.com
	user7@domain.com	

Complete all the mandatory fields which are marked with an asterisk (*).

PATIENT/RESIDENT INFORMATION

First Name:*	Last Name:*
Date of Birth:*	Age:
mm/dd/yyyy	
	Cognition Score:*

EVENT REPORTING

Name of Person Completing Report:*

Credentials of Person Completing Report:*

Facility Contact Person:*

Date of Event:*

Time of Event:*

Type of Event Being Reported:*

Allegation Type:*

Suspicion/Allegation of Abuse/Neglect:*

Is the individual capable of providing an explanation of the event or capable of participating in investigation? ☐ Yes* ☐ No*

Provide a brief explanation of event being reported. Please include name(s) of Patient/Resident/Personnel/Family/Visitors involved with event:*

Allegation involved facility personnel? ☐ Yes* ☐ No*

Type an account of what happened in the box under Provide a brief explanation of event being reported. Please include:

Full name(s) of patient/resident/personnel/family/visitors involved with the event. No initials.

- ☐ If the incident involves personnel, the question Allegation involved facility personnel? should be answered yes and then add the personnel information to the report.
- ☐ If the incident involves a resident, under the Allegation Type the patient to patient/resident to resident option in the dropdown box should be selected.

If applicable, include vital signs, nursing assessment, and outside medical treatment sought.

Also include what intervention was put into place to protect all residents while you continue to complete the final investigation.

NOTIFICATIONS

LAW ENFORCEMENT NOTIFICATION

Notify law enforcement **only** for an incident or event where there is reasonable cause to suspect abuse or neglect of any resident by any person.

Law Enforcement Notified? ☐ Yes* ☐ No*

Why or why not?*

BOARD OF NURSING (BON) NOTIFICATION AND FILING OF LICENSEE OR REGISTRANT COMPLAINT

Only complete the BON's [Complaint Form](#), pursuant to [SDCL 36-1C](#), if you want the BON to investigate a nurse or registrant (CNA or Med Aide) for a suspected violation of the grounds for discipline in [SDCL 36-9-49](#) or [ARSD 20:48:16:04](#); and **only** if you have evidence to support the alleged complaint and violation.

Complaint Form Submitted to BON? ☐ Yes* ☐ No*

Why or why not?*

DEPARTMENT OF HUMAN SERVICES (DHS) NOTIFICATION

Notify DHS at DHS.DOHReports@state.sd.us for an incident or event where there is reasonable cause to suspect abuse or neglect of any resident by any person.

DHS (not the Ombudsman)? APS worker notified? ☐ Yes* ☐ No*

Why or why not?*

Notify law enforcement and DHS for any incident or event involving attempted suicide or where there is reasonable cause or actual patient or resident abuse/neglect. Document the date, time, who you spoke to, and a case number if available.

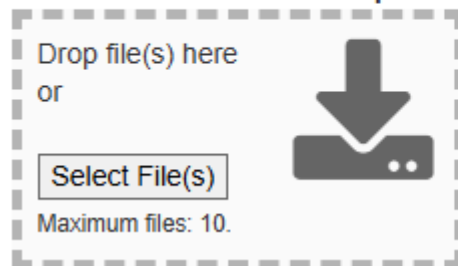
Notify the Board of Nursing for any incident involving a nurse or registrant.

Notify the health department of the date and time the report is submitted. No additional emails to DOHOLCReview@state.sd.us or phone calls to the Regulatory Compliance and Review Department are required.

- ☐ Please contact the complaint coordinators if you have questions regarding the incident being reportable or if you need some guidance on interventions/plan of action to ensure resident(s) safety and well-being

UPLOAD FILE

Please click the button to upload files.



Click [here](#) for recommendations on uploading files.

You can also upload any supporting documentation at the bottom of the page:

To upload your file:

- Drag and drop the file(s) into the box; or
- Click the link 'Select Files' and select the file you want to upload.

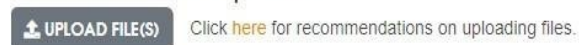
It can take a couple of minutes for your file to upload. If you're receiving an error with your upload, you might want to make sure you're attempting to upload a file of a recognized type (i.e., .doc, .txt, .rtf, and .pdf file formats).

Please note: Your file must meet our uploading requirements: no larger than 5 MB and in a recognized file format. If your file does not meet these requirements, you will need to re-edit the file on your computer, then upload the new file to our site.

IF YOU WANT TO ATTACH DOCUMENTS TO THE REPORT, PLEASE COMMENT ON THE SUMMARY "REFER TO ATTACHMENTS".

UPLOAD FILE

Please click the button to upload files.



 SUBMIT & CONTINUE

 EXIT

Once the form is complete, click on the Submit & Continue button at the bottom of the page to submit the report to the DOH.

You will be brought to this page to confirm the report has been submitted, where you will be able to download a copy of the submitted report.



REQUIRED HEALTHCARE FACILITY EVENT REPORTING

CONFIRMATION

Your report has been received and is under review.

When the button below turns green, a copy of your report will be available. Please click the button below to download a PDF of your incident report.

 Download PDF

 EXIT

You will also receive an email stating the report has been submitted to the DOH.

- The report is then reviewed by the Regulatory Compliance and Review Department with the option to accept or reject the report.
- Another email is sent to you affirming whether the report has been accepted or rejected

For a **rejected report**, you will receive an email with comments on why it was rejected.

- Please copy and paste the comments into the report with your responses.
- Re-submit the report by clicking the submit button.

For an **accepted report**, you must log in and edit the initial report with any additional details regarding the event

For a final report, please include:

- All the specific details and interventions implemented to prevent further occurrences in the concluding summary statement.
- The root-cause-analysis of the incident – actual or suspected cause should be identified.



DIVISION OF LICENSURE & ACCREDITATION

Office of Licensure & Certification

Once you have completed the form with all the additional information, you can resubmit the event as a final report. (You can do this by selecting final at the top of the form)

REQUIRED HEALTHCARE FACILITY EVENT REPORTING

REPORT TYPE

If you are submitting your initial and final report together and are within the initial reporting timeframe, please select final.

Type: ☒ Initial* ☐ Final*

- Note: you have 5 working days to complete the final report.

If you have problems completing and/or submitting reports, please call our office for assistance at 1-605-773-3356.

Updated: 7/20/26