



Reporting Matters to Spectrum Risk Management

What should you report?

- ✓ Patient complaints
- ✓ Peer complaints
- ✓ Unexpected outcomes
- ✓ Adverse events
- ✓ Any incident, event or encounter that could give rise to a complaint or claim

To whom should you report?

- **Spectrum Risk Manager**
Jan Ferguson
(207) 482-7806
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When should you report?

- As soon as practical; within 24 hours of an incident.

How should you report?

- Telephone call or email the Spectrum Risk Manager
- Email messages should include "CONFMSG" in the subject line to ensure confidentiality
- Information reported should include:
 - ✓ Patient's name and date of birth
 - ✓ Date of incident
 - ✓ Site of service
 - ✓ Brief description of the event
 - ✓ Name(s) of provider(s) involved