

LOYOLA MEDICINE  
RESIDENT HANDBOOK  
II. GENERAL INFORMATION

**II. M. RISK MANAGEMENT INFORMATION**

M. 1. Incident Reporting

1. Any incident involving a patient or visitor that could lead to a potential legal claim must be reported immediately to the Risk Management Office. In addition, the attending physician should be notified.
2. Refer to Loyola Administrative Policy # A-17 regarding incident reporting.

M.2. Examples of Reportable Events

1. Any serious lapse in the quality of care regardless of outcome.
2. Any serious incident, such as a major or unexpected complication resulting from a procedure or treatment must be reported at once. Early notification of a potential source of litigation is essential.
3. Threat of litigation by the patient.

M.3. Patient Confidentiality

1. Patient confidentiality should be protected at all times. HIPPA regulations should be adhered to at all times. Conversations about patients and their medical conditions should NOT take place in elevators, hallways, or the cafeteria. For additional information refer to the following Loyola Administrative Policies: A-8, P-1, P-4 and P-6.
2. Awareness of these issues and their potential consequences will help to protect residents, patients and the institution.
3. Any requests for copies of records or portions of medical records should be referred to the Medical Records Department.

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