

Incident / Accident Reporting

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Introduction

1.1 Context

The aim of this policy is to provide employees and line managers with the knowledge on how to correctly report and investigate any accidents, incidents or near miss incidents within the pharmacy.

1.2 Purpose

As a business, Allcare has a legal responsibility to ensure that our pharmacies are a safe place to work and shop. In addition to this, Allcare has an incident / accident reporting policy to ensure that any dangerous areas or practices are identified and preventative measures are implemented to prevent harm being caused to our employees and customers.

1.3 Scope

This policy applies to Pharmacy Managers and all employees who are responsible for reporting and/or investigating incidents. This policy also applies to any individual who may be involved in the incident as a witness or person dealing with an injured party.

Procedure

2.1 General Information

Under the Safety, Health & Welfare at Work Act, 2005 both employers and all employees have legal responsibilities which they must ensure are adhered to. Doing so will ensure that your pharmacy is both a safe place to work and shop.

All accidents, dangerous occurrences and near misses must be reported by completing your on-line incident report. Completed reports must be printed and held in your incident folder which should contain the current Accident and Incident Reporting Policy and previous reports including supporting documents.

Completed on-line incident and accident reports will automatically be forwarded to Retail Operations Coordinator and other relevant persons and supporting documents such as witness statements should be posted back to Retail Operations Coordinator at Allcare Support Office.

All employees are required to report any accident or incident or near miss to their Manager or Safety Rep (if applicable) without delay and to co-operate with the company in any subsequent investigation.

2.2 Types of Incident

The following are examples of the types of incident which must be reported:

Serious Incident

- * Fire
- * Flood
- * Power Failure
- * Emergency Evacuation
- * Dangerous Occurrences
- * 3 Day or More Accident
- * Customer Accident Requiring Medical Attention
- * Employee or Customer Fatality
- * Burglary
- * Assault
- * Robbery/Armed Robbery
- * Any Road Traffic Accident (whilst operating a vehicle on behalf of the company)

Other Customer / Employee Accidents

- * Near Miss Incidents (potential to cause harm to a person)
- * Minor Injuries
- * Lost Day Cases

Criminal Event

- * Shoplifting
- * Fraud
- * Verbal Abuse

Road Traffic Accidents

- * Single Vehicle Incident
- * 2 Vehicle Incident
- * Multiple Vehicle Incident
- * Vehicle & Pedestrian Incident
- * Vehicle & Object Incident
- * Other Vehicle Incident

Pharmacy Incident

Report pharmacy incidents through your online system.

- * Dispensing Error
- * Dispensing Error (Near Miss)
- * Fridge Temperature Failure

In the event of an incident including near misses, your Business Manager and Retail Operations Coordinator (01-4287709) must be informed immediately.

In the event of an incident your Retail Operations Coordinator will forward the relevant insurance documents (if applicable) for completion. Upon completion these forms your Business Manager and relevant persons will be alerted to the incident. The operations department will contact the company's insurance agents to inform them of the incident.

In the event of a confirmed dispensing error your Superintendent Pharmacist must also be informed immediately. Additional advice and support regarding patient interaction following an incident can be obtained from Terry Duffy in AIC on 01-6191100 ref professional indemnity policy.

2.3 Dealing with Accidents and Incidents

It is important that in the event of any of the above incidents taking place a thorough investigation is conducted as soon as practical after the incident has taken place. The following points should be followed to ensure that any injured parties receive the care required and as much relevant information is documented.

- * You must attend to any injured parties immediately by requesting a first aider to the area. If the first aider attending decides that additional medical intervention is required e.g. ambulance, or if the injured person requests an ambulance then this must be requested without delay.
- * Staff must not accept liability verbally or in writing at the time of an incident or accident. A full investigation will be required to determine the facts and causes of an incident or accident.
- * You must attend to any physical faults immediately following an incident e.g. cleaning up a spillage, contacting the maintenance helpdesk regarding broken steps, rails or shelving or contacting the helpdesk in the event of a break in to arrange securing of the building. These actions completed must be recorded in the incident report.
- * Commence your investigation as soon as possible. Important and relevant facts can be forgotten as time passes after an incident.
- * Take notes at the time of the incident if possible. This will help you to jog your memory during an investigation and subsequent completion of the incident report. In the event of an accident, take note of the following information:
 - The condition of the flooring at the time of the accident.
 - The lighting levels in the area at the time of the accident.
 - In the event of a slip accident a note should be made of the weather on the day in addition to the injured party's footwear (condition & type). Also make a note of the number and location of any floor mats present.
 - Any equipment / fixtures that have been involved in the incident.
 - Any first aid treatment that was administered and by whom.
 - If an ambulance was requested make note of the time called and arrival time.

2.3 Dealing with Accidents and Incidents Cont...

- * Where possible ask an injured party for their contact details so that you may follow up on the incident with them and to check on their wellbeing following the incident.
- * Take photographs where possible. Take pictures of the area in which the incident took place, the condition of the floor if it was a trip/slip incident and photographs of any fixtures / equipment involved. If possible, take photographs of any injuries sustained once permission is obtained from the injured party.
- * Take contact details of any witnesses to the incident and ask them for permission to call them at a later date/time if required.
- * Take statements from any employees who have witnessed the incident.
- * In the event of an incident which results in the presence of the Gardaí, make a note of the officers Name / Badge Number / Station.

Additional investigations may be conducted by Allcare Management, an External Consultant or a Building Inspector etc. if required. You will be notified of this by Retail Operations Coordinator in these cases.

2.4 Accident / Incident Reporting

How to complete the Incident/Accident Report

1. Complete all sections of the online incident report, entering as much relevant information as possible. This report must be fully completed and sent within 24 hrs of the incident or accident.
2. At the bottom of the incident report there is the option to add attachments. You should attach any witness statements, photographs or any other relevant documents here.
3. It is also important to add any immediate corrective action you have taken including requests to the maintenance helpdesk.
4. After an incident has taken place, contact Retail Operations Coordinator in the Allcare Support Office on 01-4287709. Any supplementary documents such as statements or photographs should be scanned and e-mailed/faxed with the Incident Report Forms and originals posted to Retail Operations Coordinator in Allcare Support Office.

2.5 Notification to the Health & Safety Authority (HSA) / Insurance Providers

In addition to reporting accidents and dangerous occurrences internally, there are also times when we must report incidents to external organisations.

Under the Safety, Health and Welfare at Work (General Application) Regulations 1993, certain accidents and dangerous occurrences must be reported to the HSA. Records must be kept for a period of 10 years. Notifications to the HSA will be made by Retail Operations Coordinator upon receipt of a **'Notifiable'** incident or accident report.

We must also provide full details of all accidents and losses to our insurance providers immediately when they occur. This will be done by Retail Operations Coordinator upon receipt of the relevant incident reports.

You may be requested to complete additional insurance or report documentation by Retail Operations Coordinator. You must fully comply with these requests in a timely manner to allow us to meet our legal and insurance requirements.

What is a Notifiable Incident?

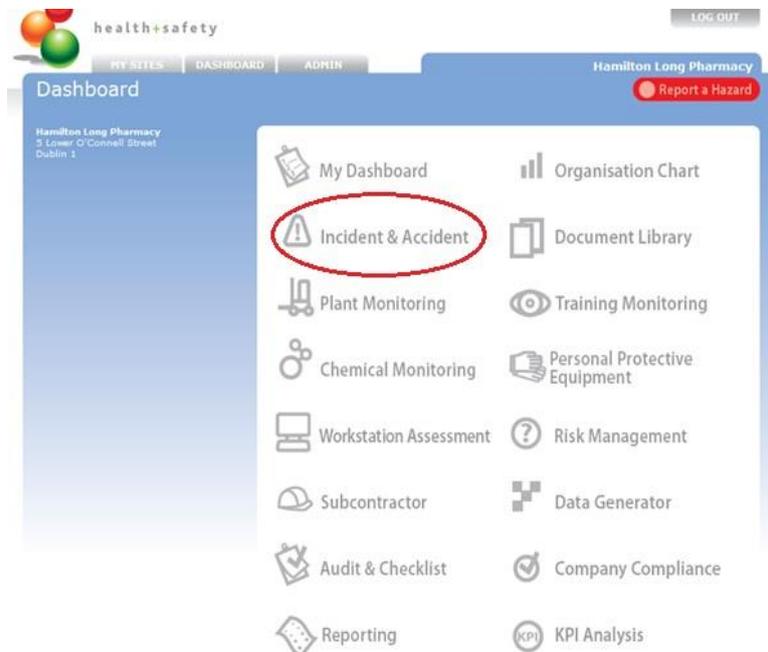
Notification must be made to the Health and Safety Authority in the event of

- * Death of a person as a result of an accident in our place of work.
- * An accident in our place of work resulting in a person being prevented from performing his/her normal work for more than three consecutive days.
- * Collapse or overturning of a lifting machine.
- * Explosion or collapse of pressure vessels.
- * Electrical fault causing fire or explosion with stoppage for more than 24 hours.
- * Explosion or fire resulting in a stoppage of more than 24 hours.
- * Escape of flammable substances.
- * Collapse of scaffolding.
- * Collapse of a building or structure.
- * Escape of a dangerous substance, i.e. ammonia.
- * Unintentional ignition or explosion of explosives.
- * Failure of load bearing part while it is being raised lowered or suspended.
- * Failure of breathing apparatus.
- * Accidents involving overhead electric lines.

The above events will be notified to the HSA by Retail Operations Coordinator upon receipt of the incident or accident report.

2.6 Completing an On-line Incident/Accident Report

1. On the dashboard of your online H&S management system select Incident & Accident as shown below.



2. Select 'New Incident Report'



5. Add further information

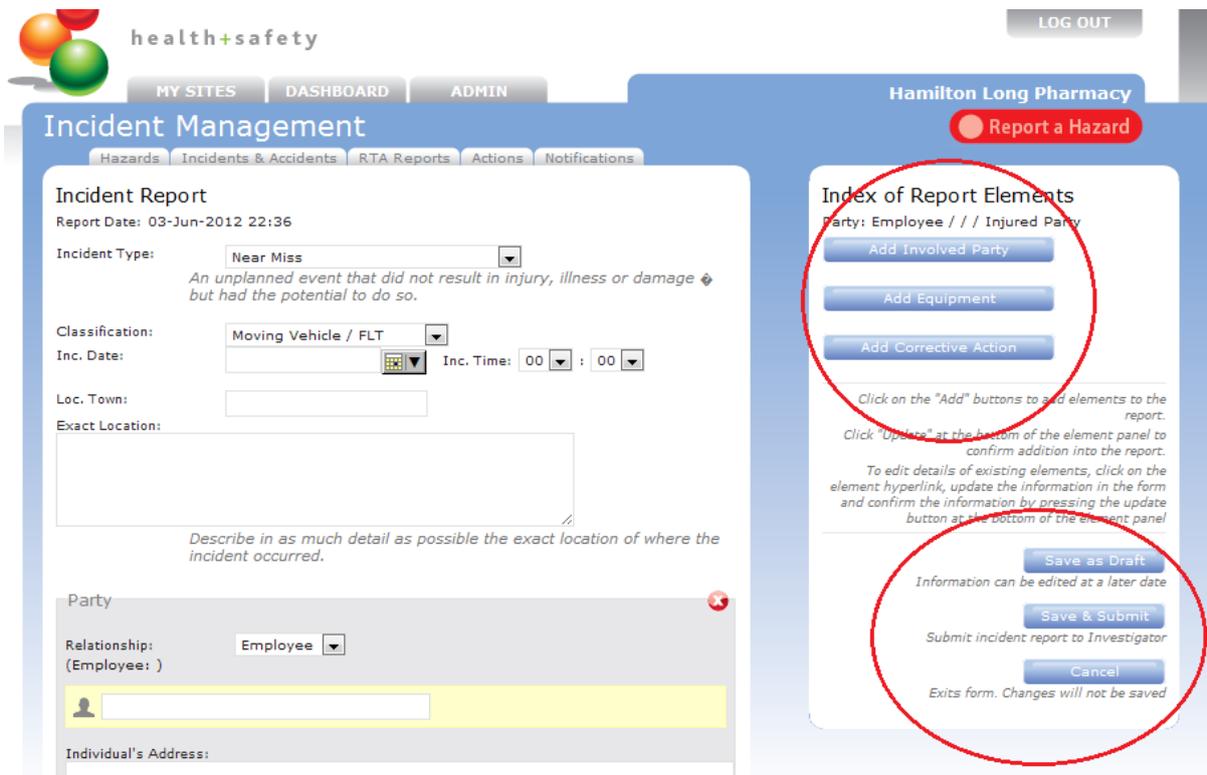
You can add information about additional injured parties or employees who were involved in the incident by selecting 'Add Involved Party'.

You can also add information relating to any equipment involved by selecting the 'Add Equipment' button.

It is also important to add any immediate corrective action you have taken.

There are 3 further options highlighted, which are,

1. **Save as draft** – This will save your completed report so far and allow you to return to complete it at a later time.
2. **Save and submit** – This will save your report and submit it to the Health and Safety Co-Ordinator for review and investigation.
3. **Cancel** – This will cancel your report and return you to the Dashboard. You will lose any information put into the report.



health+safety

LOG OUT

MY SITES DASHBOARD ADMIN

Hamilton Long Pharmacy

Report a Hazard

Incident Management

Hazards Incidents & Accidents RTA Reports Actions Notifications

Incident Report

Report Date: 03-Jun-2012 22:36

Incident Type: Near Miss
An unplanned event that did not result in injury, illness or damage but had the potential to do so.

Classification: Moving Vehicle / FLT

Inc. Date: Inc. Time: 00 : 00

Loc. Town:

Exact Location:

Describe in as much detail as possible the exact location of where the incident occurred.

Party

Relationship: Employee
(Employee:)

Individual's Address:

Index of Report Elements

Party: Employee / / / Injured Party

Add Involved Party

Add Equipment

Add Corrective Action

Click on the "Add" buttons to add elements to the report.

Click "Update" at the bottom of the element panel to confirm addition into the report.

To edit details of existing elements, click on the element hyperlink, update the information in the form and confirm the information by pressing the update button at the bottom of the element panel

Save as Draft
Information can be edited at a later date

Save & Submit
Submit incident report to Investigator

Cancel
Exits form. Changes will not be saved

It is important that you Save & Submit once your report is completed

2.7 Additional Support

For additional support regarding the reporting or investigation of incidents and accidents please contact:

- Business Manager
- Retail Operations Coordinator
- Superintendent Pharmacist