



Instructions for Vendors Regarding the Completion of Special Incident Reports

Special Incident Reports (SIRs) must be reported to a regional center within twenty four (24) hours of the occurrence of the incident per *California Code of Regulation Title 17, Section 54327*. SIRs can be reported directly to the Service Coordinator (SC) by calling them on the telephone. **DO NOT LEAVE A VOICE MESSAGE.. If the SC is not immediately available to receive your phone call, request to speak to the Counselor of the Day. (COD).** WRC offers other options available for vendors and Long-term (LTC) providers to report SIRs. These alternatives include:

1. Verbal report within 24 Hours of incident (310) 258-4000. Be prepared to give the client’s name, UCI # or date of birth, service coordinator’s name, date and time of the incident, description of the incident and your name and phone number. This method of reporting only meets the requirements for the telephone / verbal reporting of a SIR, and a written report is also required to be submitted to the regional center within forty-eight (48) hours of the occurrence of the incident.

For after-hour Emergencies call 310-258-4000.

- **NON-Urgent** SIRs should be reported between 8:00 AM and 5:00 PM on weekends and Holidays.
- **Urgent** SIRs requiring an immediate response can be reported after hours when response is needed to (310) 258-4000.

2. Written (typed) Report must be submitted within 48 Hours of Incident to

SIR Email: SIR@westsiderc.org or

SIR FAX: (877) 254-6903

NO other WRC email or FAX should be used to send SIRs to WRC. Do not email to Service Coordinators (SC) When you email or fax the SIR, the email **MUST** be signed and encrypted in order to stay in compliance with HIPAA Regulations. Include who and when you made verbal report to at WRC. This method should be used if you have already reported a SIR to an SC by telephone, but need to meet the requirements for submission of the written report.

THE ABOVE ALTERNATIVES ARE AVAILABLE TWENTY-FOUR (24) HOURS A DAY, SEVEN (7) DAYS PER WEEK.

Issues requiring immediate assistance during regular business hours- If you need the assistance of a regional center staff during business hours, and the SC is not available, please ask the operator to connect you with the Counselor of the Day (COD).

After Hours Reporting

Urgent SIRs requiring an immediate response can be reported after hours when response is needed. Call the regional center main phone number 310-258-4000. A recording will direct you to press “0” in order to reach the answering services. Tell the operator that you need to speak with the “On-Call” manager. Examples of this “urgent” category are: the death of a client, Missing Person, any allegation of abuse and serious illness or injury requiring a regional center medical consent.

NON-Urgent SIRs should be reported between 8:00 AM and 5:00 PM on weekends and Holidays.

I HAVE READ THE ABOVE AND AGREE TO COMPLY:

Signature: _____ Date: _____

Revised 1.17.20