Long Term Care Portal Instructions

Contents
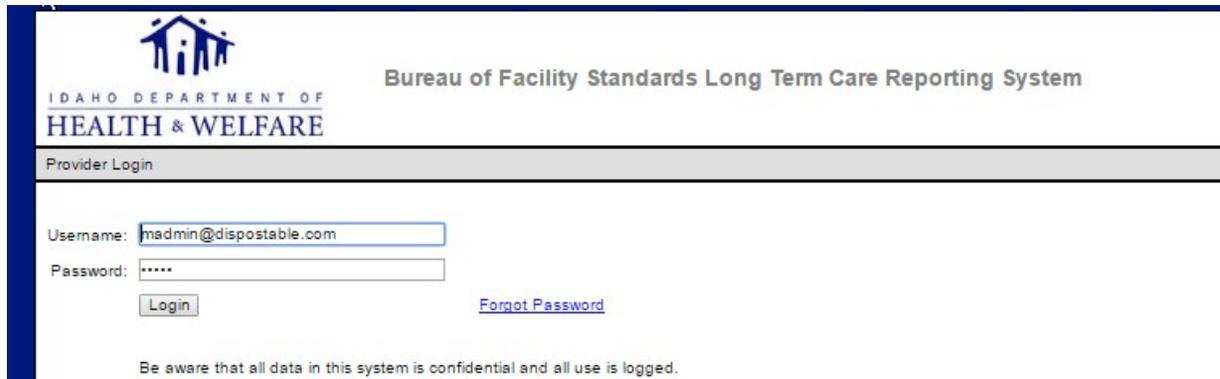
Getting Started

Login at   https://www.ltc-portal.com/Portal/ProviderLogin.aspx

Enter your **email address** as your username and enter the **password** that was sent to you.

Submitting a Reportable Incident

When you log in, you'll see the Reportable Incident tab. Clicking the **New** button starts a new reportable incident. This is the way to add a "new" Reportable Incident.

Reportable Incident   X Close   🖫 Save   📧 Send

Reportable Incident | File Upload | Users

NEW REPORTABLE INCIDENT

Click save to continue working on the record

In order to post this new incident to the portal the Send button must be clicked.

INCIDENT TYPE

☐ Accident involving facility-sponsored transportation resulting in resident injury   ☐ Accidental death of a resident
☐ Family, visitor abuse, or misappropriation of property   ☐ Misappropriation of resident property by staff (includes contractors)
☑ Mistreatment   ☐ Neglect
☐ Power outage of more than one hour   ☐ Resident death from any cause that occurred while the resident was physically restrained.
☐ Resident Elopement of any duration   ☐ Resident injury of Unknown Origin
☐ Resident suicide or attempted suicide   ☐ Resident to Resident incidents (verbal, physical, mental or sexual)
☐ Staff abuse or misappropriation of property

INCIDENT DETAIL

Date/Time of Incident 06/12/2016   02 ▾   20 ▾   PM ▾

Incident Description
Details of the incident go here...

Resident(s) Involved   Click to add residents

This is the screen for entering a reportable incident. Select the checkboxes and describe the details in the Incident Description box.

Incident Type – Select the appropriate **incident type**

Incident Detail – Enter the **date and time** of the incident as well as the **description** of the incident

Click to add residents

A new panel will open for entering the resident information. This is where staff names would also be entered.

If additional information is needed before posting to the portal select the **Save** button, this puts the incident in Draft status. Once the additional information is added, or at any time the incident is ready for posting to the portal the **Send** button must be chosen.

| Reportable Incident | File Upload | Users |

NEW REPORTABLE INCIDENT

INCIDENT TYPE

☐ Accident involving facility-sponsored transportation resulting in resident injury ☐ Accidental death of a resident
☐ Family, visitor abuse, or misappropriation of property ☐ Misappropriation of resident property by staff (includes contractors)
☑ Mistreatment ☐ Neglect
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☐ Staff abuse or misappropriation of property

INCIDENT DETAIL

Date/Time of Incident 06/12/2016   02 ▼ 20 ▼ PM ▼

Incident Description
Details of the incident go here...

Resident(s) Involved

Residents First Name	Residents Last Name	SSN (last 4)	Victim	Aggressor	Save	Delete
			☐	☐	💾	

Facility Plan for Prevention/Corrective Action
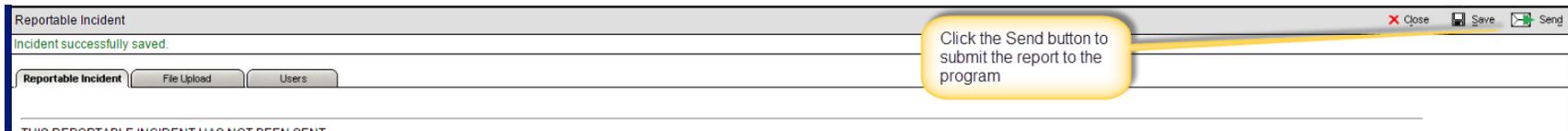Plan for corrective action here...

> When you click save (or the residents link) this panel appears

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Resident(s) Involved

Residents First Name	Residents Last Name	SSN (last 4)	Victim	Aggressor	Save	Delete
Jane	Smith	444-88-9999	☑	☐	💾	✕
			☐	☐	💾	

Facility Plan for Prevention/Corrective Action
Plan for corrective action here...

> You can add multiple residents

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| Reportable Incident | | | | X Close | Save | Send |

Incident successfully saved.

Click the Send button to submit the report to the program

| Reportable Incident | File Upload | Users |

THIS REPORTABLE INCIDENT HAS NOT BEEN SENT

When you are finished updating the report, you must click Send in order to submit the report to the program.

ndards Long T

You will no longer be able to make changes to this reportable incident after you send it.

Are you sure that you wish to send this reportable incident?

Load   OK   Cancel
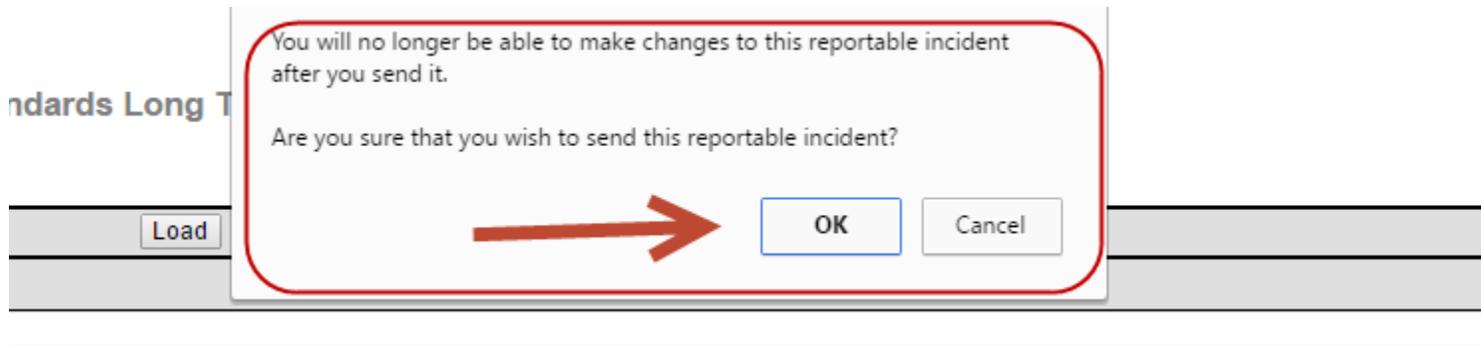
Click **OK** to confirm that you wish to submit the report. <u>**Once you submit the report, you will not be able to change it**</u>.

Show Active Show All

Incident ID	Person Reporting	Situation	Incident Date	Due Date	Status	Open	Delete
5761	Rudd, Joe	Details of the incident go here...	06/12/2016	06/17/2016	Submitted	Q	

Version 1.0.0.1396   UVAULT   6/12/2016 2:34:54 PM

In the screen shot above, you can see that the report has been submitted. Your due date for the investigation documentation shows in the **Due Date** column. *Due date is based on the date of the incident not on the date it is first reported*.

Upload Investigation Documents

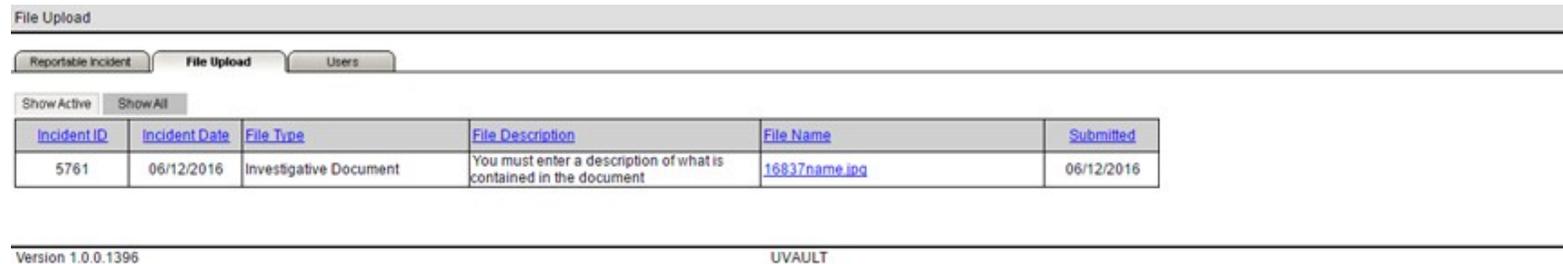To upload an investigation document to the facility, select the **File Upload** tab and click New.
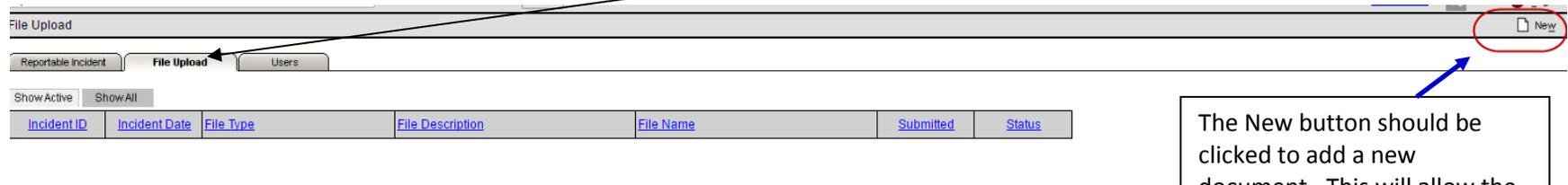
The New button should be clicked to add a new document. This will allow the drop down box to show all open incidents. Make certain the correct incident, matching the investigation is selected.

Only these file types are allowed.
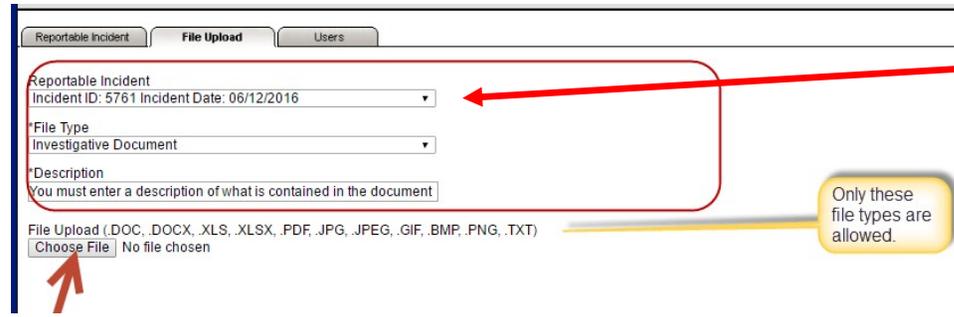
File names need to be kept short and special characters (such as @, #, #, etc) should not be used in the title. If the application has an issue with the name of a file to be uploaded it will cause a SQL error and close the portal.

Fill out the form and upload the file by clicking Choose File and browsing to the location on your computer. *Notice that you can only upload the types that are listed on the page*. Click the **send** button in the upper right hand corner.

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Managing User Logins

If you are the administrator, you can click on the Users tab and make changes to the facility logins. You must be the administrator to manage the logins. If the facility administrator changes, you must contact the program to set up the new administrator account.

To remove access rights to the portal, from the Users tab, click on the pencil icon at the far right of the person's name and then uncheck the Active box and the Save icon.

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Password Reset

Click the link to reset your password.

From	Subject	Date
🗑 donotreply@flareslive.com	**New Password**	12 Jun 2016, 23:43

The system will generate a new password and send you an email.

Message "New Password"

From: donotreply@flareslive.com

↩ Back to inbox | 📥 Download EML | 🗑 Delete message

Click here if you trust the sender and want to see original message.

Your Temporary Password is:

Wy7*&8Hd

Contact | Unread messages older than 3 days are automatically deleted.

Retrieve the new password and use that to login.

You can change your password and information by clicking on your name.

Change any of your account details including password and click "Save". Remember that email addresses must be unique. This means that two different people cannot use the same email address for their login.