



Documenting and Reporting Program Member Incidents at Events

Incident Reports – Program Champion

If a Program Member is injured or requires medical assistance while attending your class, follow appropriate emergency and first aid procedures to ensure the member's safety and welfare.

In addition, Tivity Health requires that you follow our incident reporting protocol, as detailed below, and notify your Field Engagement Specialist and Territory Manager ***immediately***.

- Complete an Incident Report form (located in the Tool Kit tab in the IRC).
- Document the exact details about the member and the incident.
- Include any additional documentation, EMT reports or witness accounts.
- Be sure to include witness contact information in case further follow-up is required.
- When complete, email or fax the incident report form to your Field Engagement Specialist.
- Save the original Incident Report form for future reference.
- Please document any follow-up action and forward to your Field Engagement Specialist.

Field Engagement Specialist

Upon receiving an Incident Report from a Program Champion, the Field Engagement Specialist will be required to notify the appropriate health plan liaison ***within 24 hours of receiving the form***.

- Call the PC to discuss the incident and get any additional details.
- Email the incident report to the assigned health plan Client Operations Specialist and cc the Account Executive.
- The Client Operations Specialist is responsible for keeping the incident reports on file and reporting of any incident to the health plan (if part of the contract).
- Field Engagement will work with the Program Champion in the event additional follow-up action is required.