

## FREESTANDING FACILITIES

Freestanding facilities (i.e., non-Narcotic Treatment Programs) shall file an unusual incident report with DDAP within 3 business days following an unusual incident involving:

1. Physical or sexual assault by staff or a client.
2. Death or serious injury due to trauma, suicide, medication error or unusual circumstances.
3. A significant disruption of services due to a disaster or another occurrence that results in the closure of a facility for more than 1 day.
4. Event at the facility requiring the presence of police, fire or ambulance personnel.
5. Outbreak of a contagious disease requiring CDC notification.

## NARCOTIC TREATMENT PROGRAMS

A narcotic treatment program shall file an unusual incident report with DDAP within 48 hours following an unusual incident including:

1. Complaints of patient abuse (physical, verbal, sexual and emotional).
2. Death or serious injury due to trauma, suicide, medication error or unusual circumstances.
3. A significant disruption of services due to a disaster or another occurrence that results in the closure of a facility.
4. Incidents with potential for negative community reaction or may lead to community concern.
5. Drug-related hospitalization of a patient.

## CONTACT US

### Unusual incident report questions?

*Email*

[RA-DAAPI\\_DIVISION@pa.gov](mailto:RA-DAAPI_DIVISION@pa.gov)

### Trouble submitting an incident?

*Email*

[RA-DAWORKFLOW@pa.gov](mailto:RA-DAWORKFLOW@pa.gov)



**Find drug & alcohol treatment  
1-800-662-HELP**



**Department of Drug and  
Alcohol Programs (DDAP)**

**Unusual Incident Reporting &  
Electronic Reporting System (ERS)**



## ELECTRONIC REPORTING SYSTEM (ERS)

The Department of Drug and Alcohol Programs (DDAP) is excited to release a new system that will allow drug and alcohol treatment facilities to electronically submit unusual incident reports.

The Bureau for Quality Assurance in Prevention and Treatment, Division of Accountability and Program Improvement, will maintain a record of each unusual incident report submitted by drug and alcohol treatment facilities, and will utilize this information to conduct investigations of unusual incidents when warranted.

## PASSWORD RESET

Upon first accessing ERS, you must **reset your password**. How?

1. Enter the Facility Login ID associated with submitting Plans of Correction.
2. Click the password reset button.

### NO NEED TO WORRY!

Resetting the Facility ERS Password **will not reset** the password associated with submitting Plans of Correction.

Once you've logged into ERS, you will be directed to a ***Welcome Page*** with helpful information about how to use ERS, including a user manual.



**“It is critical that facilities report unusual incidents to ensure appropriate follow-up.”**

## IMPORTANT REMINDERS

Many of the reports received by DDAP involve incidents that are not required by regulation to be reported, such as:

1. A client referral to the emergency room for minor illnesses not requiring the presence of the police, fire or ambulance.
2. A client leaving the facility against facility and/or medical advice.
3. A client appears intoxicated, but does not require the presence of the police, fire or ambulance.
4. Clients engaging in intimate relationships with mutual consent.
5. Involuntary discharge from facility.
6. Incidents not listed in 28 Pa. Code §§ 709.34 (c) and 715.28(c).