

Alabama Department of Mental Health DDD/Therap GER Incident Reporting
Frequently Asked Questions

Q: If a provider is having staff document incident reports on a paper form and administrative staff are entering it into the Therap GER, do the paper forms need to be retained?

A: *Alabama DMHDDD has no expectations that these paper forms be retained as long as all the information contained is entered into Therap. Providers have discretion on if and for how long to retain these paper documents.*

Q: What if an incident is designated under one incident category and it is determined that it should have been designated differently?

A: *Once an incident is determined to be mislabeled by ADMHDDD staff, they will alert the provider via the “Follow-Up” process in Therap and via external communication. The provider will delete the mislabeled GER and submit a new one based on the new category. Please see the user guide on [Follow Up A GER](#).*

Q: My agency enters all incident reports into Therap, including internal incidents that don't need to be reviewed by ADMHDDD staff. Will ADMHDDD be able to see them?

A; *Yes. However, they will not be reviewing them, they will only review those incidents with categories that they are designated to review. These incidents all have a “High” or “Medium” notification designation. ADMHDDD will not review incidents categorized with a “Low” notification unless circumstances dictate that they do.*

Q: An individual becomes ill or suffers an injury at their day program site. They go to the hospital and are met by residential staff. They are later admitted to the hospital and/or receive treatment in the emergency room. Who is responsible for submitting the GER for an “Unscheduled Hospitalization”?

A: *The day program provider would be responsible for filing this incident report. The event that led to the “Unscheduled Hospitalization” began at the day program. It is not necessary for two incident reports to be filed.*

Q. How will the provider know that ADMHDDD has reviewed the incident?

A: *The person(s) who approve GERs at the provider should set up their notifications in Therap to get notified via SComm or email when a GER has been “Reviewed”. They can then follow the link to the GER and read the reviewer’s comments. Please refer to the user guide for [setting up notifications](#).*

Q. What if there were two categories of events in once incident?

A. Then the Therap GER should have two events added to it. For example, if an individual was injured during an altercation with another individual receiving services. The writer would add an “Other >> Altercation” Event then add an “Injury” Event to the same GER with “Injury Cause” designated as “Altercation”.