WESTSIDE
REGIONAL CENTER

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.**. I**f 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 notification of an 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.
After Hours notifications to WRC Service will take message and an on-call Manager will respond to Urgent reports. All other reports will be responded to on next business day. (New*). Document your notification in your SIR.

2**. Written 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. *HIPAA does not prohibit the electronic transmission of PHI. Electronic communications, including email, are permitted, although HIPAA-covered entities must apply reasonable safeguards when transmitting ePHI to ensure the confidentiality and integrity of data. Mar 14, 2021 See 45 C.F.R. § 164.530(c) This includes end to end encryption. Failure to meet these requirements could result in heavy fine per violations.*

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. **After Hours notifications to WRC Service will take message and an On-call Manager will respond to Urgent reports. All other reports will be responded to on next business day. (New*). Document your notification in your SIR.**

I HAVE READ THE ABOVE AND AGREE TO COMPLY:

Signature: _____ Date: _____
Revised 11.26.24