RISK CONTROL BULLETIN

Visitor Accident Handling Guidelines

Prompt and professional response to a visitor injury is essential to ensure that:

1. the visitor receives appropriate attention and care,
2. the situation is properly evaluated and stabilized until either the ambulance arrives and takes over, s/he can be given first aid, or until the visitor refuses care. Regardless of which scenario develops and which personnel are involved, there are a number of do's and don'ts while attending to an injured visitor's needs. Among them:

- Don't accept or even suggest fault for the accident.
- Don't make any promises about anything.
- Don't make payment or say his/her medical bills will be paid.
- Don't give any information about your insurance coverage.
- Don't recommend any medical facility unless told to do so.
- Don't reflect an attitude of boredom or nuisance or impatience.
- Don't argue or patronizingly agree with any disagreeable statement by the injured person.
- Don't leave the visitor unattended before qualified help arrives or the visitor opts to leave on his/her own.
- Don't fail to observe and record any significant circumstances or facts.
- Don't hesitate to correct any hazardous situation (i.e., wet spot) as soon as reasonable after attending to the person.

- Do give respect and appropriate attention to the injured person.
- Do assist within the local system of obtaining and recording the relevant information about the accident on the Visitor Accident Report form being used.
- Do contact management, security, or other designated personnel so that a visitor accident investigation can be completed and warranted controls/remedies can be made without necessary delay.
- Do ask the person what he/she believes happened and record such in his/her own words if at all possible.
- Do note any observable circumstances that differ from, or reflect in any way on, what the person is claiming.
- Do note if the person is noticeably upset or actually complaining about the cause of his/her accident.
- Do give respect to any complaint. If warranted, offer to "check with the insurer" and get back to them "after talking with a knowledgeable person." If necessary, give them your insurance carrier's claims telephone number.

Sample Visitor Accident Report.

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