

Complaint and Incident Intake (CII)

Training Guide

- How to submit an incident report for Long Term Care (LTC) agencies/facilities.
- How to submit a Provider Investigation Report (PIR) for an incident.

April 9, 2020

Version 0.9

Table of Contents

Table of Contents	2
Training Guide Overview:.....	3
1. How to submit an incident for LTC agency/facility	4
1.1. Logging into TULIP	4
1.1.1. TULIP Homepage.....	5
1.2. Incident Report: Create and submit an incident report	6
2. How to submit a PIR for LTC agency/facility	23
2.1. Logging into TULIP and searching for an incident.....	23
2.1.1. TULIP Homepage.....	24
2.2. Provider Investigation Report: Create and submit report	28

Training Guide Overview:

Texas Health and Human Services Commission has introduced a new incidents submission page under Texas Unified Licensure Information Portal (TULIP) for the following licensed and/or certified Texas Health and Human Services providers to submit incidents online to notify the agency if someone in their care has been or may be physically or mentally abused, neglected or exploited.

- Home and community support service agencies (Home health and hospice)
- Day activity and health services
- Assisted living facilities
- Licensed and skilled nursing facilities
- Licensed intermediate care facilities for persons with an intellectual disability
- Non-licensed ICF/IDs

Please note: This guide is only intended for providers who have already completed registration for TULIP portal. If you are not registered for TULIP, please refer to the link below to register for TULIP account before proceeding to the next steps.

<https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/tulip-online-licensure-application-system>

If you are already registered for TULIP, please see the steps below on how to create and submit an incident report and how to create and submit a provider investigation report

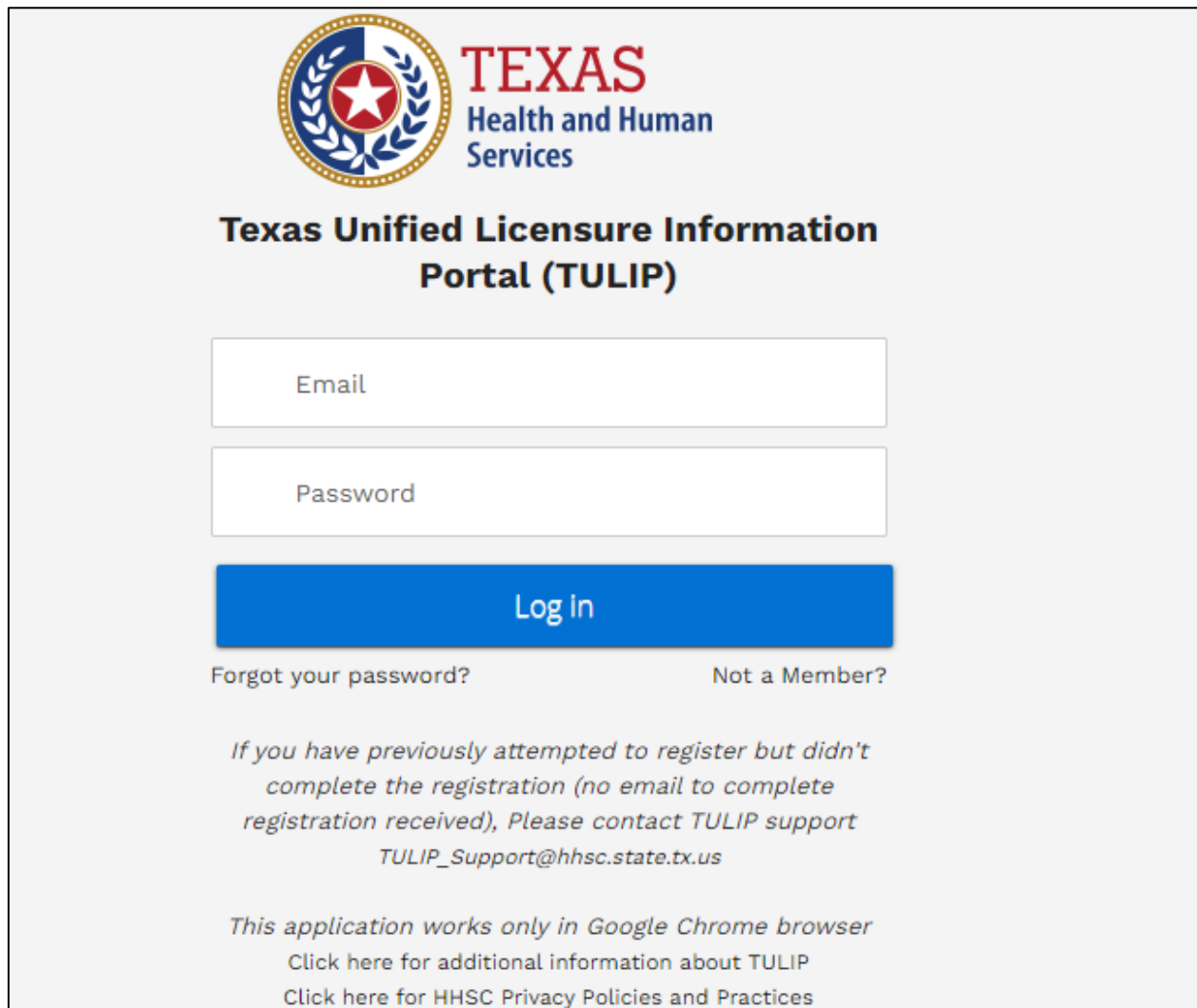
This training guide is organized into the following major components

1. How to submit an incident for Long-Term Care (LTC) agency/facility
 - 1.1 TULIP Portal navigation: Logging into TULIP
 - 1.2 Incident Report: Create and submit an incident reports
2. How to submit a PIR for an incident
 - 2.1 TULIP Portal navigation: Logging into TULIP and searching for an incident.
 - 2.2 Provider Investigation Report: Create and submit an investigation report

1. How to submit an incident for LTC agency/facility

1.1. Logging into TULIP

It is highly recommended that providers bookmark the login screen (<https://txhhs.force.com/TULIP/s/login/>) for easy access to their TULIP account portal. To log in, enter your username and password



The screenshot displays the login interface for the Texas Unified Licensure Information Portal (TULIP). At the top left is the Texas Health and Human Services logo, featuring a circular emblem with a star and the text "TEXAS Health and Human Services". Below the logo, the title "Texas Unified Licensure Information Portal (TULIP)" is centered. The login form consists of two input fields: "Email" and "Password", followed by a prominent blue "Log in" button. Below the button are two links: "Forgot your password?" and "Not a Member?". A paragraph of text provides instructions for users who have attempted registration but did not receive an email, directing them to contact TULIP support at TULIP_Support@hhsc.state.tx.us. At the bottom, a note states "This application works only in Google Chrome browser" and provides two links for additional information: "Click here for additional information about TULIP" and "Click here for HHSC Privacy Policies and Practices".

Figure 1. TULIP Login screen

1.1.1. TULIP Homepage

The image below is an example of a provider homepage, the screen you will see when you first log into the TULIP portal. From here you can submit Incident reports, submit provider investigation report, submit a complaint and submit a Non LTC (Health care Quality and Substance Abuse facilities) incidents. To return to this page from anywhere in the portal, simply select the Home icon on the leftmost side of the page banner.

The screenshot displays the TULIP homepage. At the top left is the Texas Health and Human Services logo. The title 'Texas Unified Licensure Information Portal (TULIP)' is centered. On the top right, a user profile for 'Sunil Test Test' is shown. A dark navigation bar contains links for 'Home', 'Uploads', 'Resident Death Reports', and 'Incident Report'. The main content area is divided into two columns. The left column has a 'Facility/Agency Details' section with a dropdown menu for 'Select Facility/Agency' and a checkbox for 'Include CLOSED or EXPIRED Facilities/Agencies'. Below this is a 'Pending Provider Action' section with a 'Submit a New Application' button and a message stating 'There are no pending applications.' The right column is titled 'Other Actions' and lists several links: 'Self Reporting Portal', 'Submit a Resident Death Report', 'Upload a Form', 'Submit a Complaint', 'Submit a Non LTC Incident', 'Manage Users', and 'Manage Facility/Agency Access'.

Figure 2. TULIP Provider Homepage

1.2. Incident Report: Create and submit an incident report

To create a new incident report for an agency/facility, follow the steps below.

1. Select the "Incident Report" tab and system will direct you to the incident reports page

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Uploads Resident Death Reports **Incident Report**

Facility/Agency Details

Select Facility/Agency to View Details

Select Facility/Agency

☐ Include CLOSED or EXPIRED Facilities/Agencies

Pending Provider Action

[Submit a New Application](#)

There are no pending applications.

Other Actions

- [Self Reporting Portal](#)
- [Submit a Resident Death Report](#)
- [Upload a Form](#)
- [Submit a Complaint](#)
- [Submit a Non LTC Incident](#)
- [Manage Users](#)
- [Manage Facility/Agency Access](#)

Figure 3. "Incident report" tab

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Uploads Resident Death Reports **Incident Reports**

RS Cases

My Incidents

5 Items • Sorted by RS Case No. • Filtered by my rs cases - Status, Account Record Type, Record Type Name • Updated a few seconds ago

Q Search this list...

	RS Case No. ↑	Status	Date Received	Agency/Facility	Agency/Facility Address	Account Record Type
1	11555	PENDING	1/10/2020 9:31 AM	Test Facility	701 Test Blvd, Austin, Texas, 78750	Facility
2	163607	PENDING	1/15/2020 8:16 AM	Test Agency	123 test, Aus, TX, 78750	Agency
3	163608	PENDING	1/15/2020 8:37 AM	Test Agency	123 test, Aus, TX, 78750	Agency
4	163633	PENDING	1/17/2020 11:05 AM	Test Facility	701 Test Blvd, Austin, Texas, 78750	Facility
5	789568	PENDING	1/9/2020 8:49 PM	Test Agency	123 test, Aus, TX, 78750	Agency

Figure 4. Incident reports page

1.1 Select the “New LTC Incident” button on incident reports page and system will direct you to incident reports “Identify your agency/facility” page

Provider self-reporting of LTC incidents

Current Step: 1 of 9

Identify your Agency/Facility

LTC provider self-reporting portal is for the following provider types to notify Texas Health and Human Services Commission, if someone in their care has been or may be physically or mentally abused, neglected or exploited.


- Home and community support service agencies (Home health and hospice)
- Day activity and health services
- Assisted living facilities
- Licensed and skilled nursing facilities
- Licensed intermediate care facilities for persons with an intellectual disability
- Non-licensed ICF/IDs

For additional information, rules and frequently asked questions regarding LTC incidents, please visit HHSC website at <https://hhs.texas.gov/about-hhs/your-rights/complaint-incident-intake/provider-self-reporting/incidents-submission-portal-long-term-care-providers> or providers may call Complaint and Incident Intake (CII) hotline at 1-800-458-9858.

For step by step instructions on how to submit a report, please click on the ‘User Guide’ button at the bottom left corner of this page.

To get started enter the Agency/Facility Name, Agency License Number/Facility ID (Including any leading Zeros) or Address and Click Search

Search for an Agency/Facility

 Search


 User Guide

Figure 5. “Identify your agency/facility” page

- 1.2 Search for the agency/facility you want to submit the incident report for using agency/facility name, agency license number/facility ID or address and click on search button. System displays the search results and you must select the agency/facility you want to submit an incident report for and click on next button.

Provider self-reporting of LTC incidents

Current Step: 1 of 9

Identify your Agency/Facility

LTC provider self-reporting portal is for the following provider types to notify Texas Health and Human Services Commission, if someone in their care has been or may be physically or mentally abused, neglected or exploited.

- Home and community support service agencies (Home health and hospice)
- Day activity and health services
- Assisted living facilities
- Licensed and skilled nursing facilities
- Licensed intermediate care facilities for persons with an intellectual disability
- Non-licensed ICF/IDs

For additional information, rules and frequently asked questions regarding LTC incidents, please visit HHSC website at <https://hhs.texas.gov/about-hhs/your-rights/complaint-incident-intake/provider-self-reporting/incidents-submission-portal-long-term-care-providers> or providers may call Complaint and Incident Intake (CII) hotline at 1-800-458-9858.

For step by step instructions on how to submit a report, please click on the 'User Guide' button at the bottom left corner of this page.

To get started enter the Agency/Facility Name, Agency License Number/Facility ID (Including any leading Zeros) or Address and Click Search

Search for an Agency/Facility

test agency

Agency/Facility Name	Agency License Number / F...	Address	Service Type	Phone	Agency Type
<input type="radio"/> Test Agency	000123	123 Test Blvd,Austin Texas,00000		1234567890	Parent Agency


Figure 6. Identify your agency/facility

2. Enter incident report data


The following screenshots will show the layout of incident report in TULIP. The fields will vary in type:


- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes

Fields that have red asterisk (*) at the end of the field label name are required fields.

 **TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



 Uploads Resident Death Reports Incident Report

Current Step: 2 of 9

Agency/Facility Information

Agency / Facility Name: Test Facility

Agency License Number / Facility ID: 123456

Address: 701 Test Blvd
Austin, Texas, 78750

USA

Phone: (123) 456-7890

County: Travis

Program Type: Nursing

Your Information

First Name *

Last Name *

Title --Please Select--

Contact Email *

Telephone Numbers

(Please include telephone numbers where you can be reached including weekends)

Contact Phone Number *

Agency/Facility Phone Number *

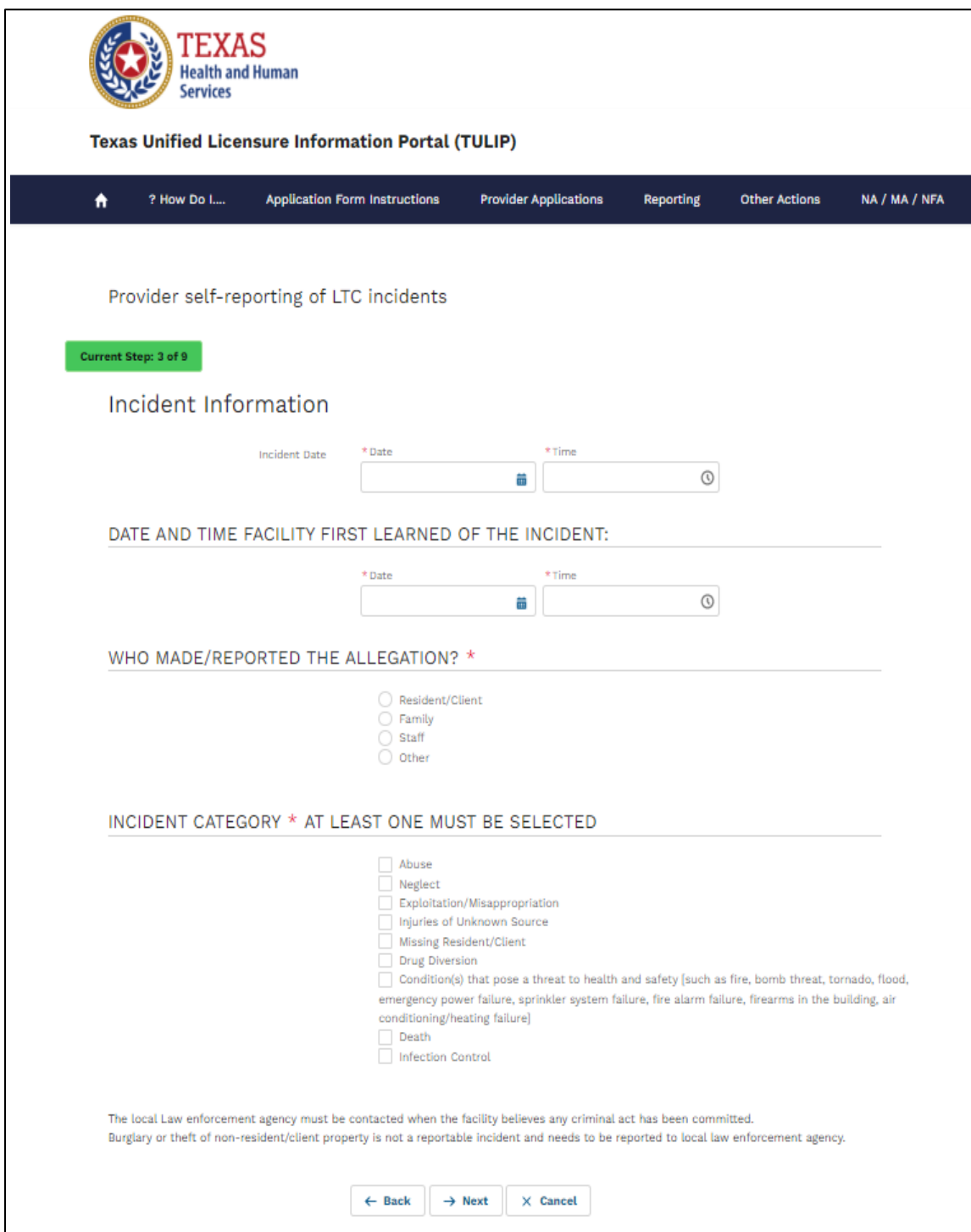
Additional Contact Number


← Back

→ Next

✕ Cancel

Figure 7. Incident Report – Step 2



 **TEXAS**
Health and Human
Services

Texas Unified Licensure Information Portal (TULIP)

Home ? How Do I... Application Form Instructions Provider Applications Reporting Other Actions NA / MA / NFA

Provider self-reporting of LTC incidents

Current Step: 3 of 9

Incident Information

Incident Date * Date * Time

DATE AND TIME FACILITY FIRST LEARNED OF THE INCIDENT:

* Date * Time

WHO MADE/REPORTED THE ALLEGATION? *

☐ Resident/Client
☐ Family
☐ Staff
☐ Other

INCIDENT CATEGORY * AT LEAST ONE MUST BE SELECTED

☐ Abuse
☐ Neglect
☐ Exploitation/Misappropriation
☐ Injuries of Unknown Source
☐ Missing Resident/Client
☐ Drug Diversion
☐ Condition(s) that pose a threat to health and safety (such as fire, bomb threat, tornado, flood, emergency power failure, sprinkler system failure, fire alarm failure, firearms in the building, air conditioning/heating failure)
☐ Death
☐ Infection Control

The local Law enforcement agency must be contacted when the facility believes any criminal act has been committed.
Burglary or theft of non-resident/client property is not a reportable incident and needs to be reported to local law enforcement agency.

[← Back](#) [→ Next](#) [X Cancel](#)

Figure 8. Incident Report – Step 3

3. Enter all the required information and click on next to proceed to next step/screen.

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the logo, the title "Texas Unified Licensure Information Portal (TULIP)" is shown. A navigation bar contains links for "Home", "Uploads", "Resident Death Reports", and "Incident Report". A green banner indicates "Current Step: 4 of 9". The main section is titled "Client/Resident Information". It contains a question: "Did this incident effect every client/resident -or-did this incident effect unidentified clients/residents?". There are two radio button options: "Yes, the incident posed a threat to health and safety of multiple residents due to a fire, bomb threat, tornado, flood, emergency power failure, sprinkler system failure, fire alarm failure, fire alarm in the building, air conditioning/heating failure" (selected) and "No, the incident did not pose a threat to health and safety of multiple residents due to a fire, bomb threat, tornado, flood, emergency power failure, sprinkler system failure, fire alarm failure, fire alarm in the building, air conditioning/heating failure". At the bottom, there are three buttons: "Back", "Next", and "Cancel".

Figure 9. Incident Report – Step 4

4. Select yes if this incident posed a threat to multiple residents and click on next to proceed to step 5 – Alleged perpetrator section/screen
Select no if this incident posed a threat to few residents and click next to proceed to step 4.1 to add client information

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top is the Texas Health and Human Services logo. Below it is the title "Texas Unified Licensure Information Portal (TULIP)". A dark blue navigation bar contains links for "Uploads", "Resident Death Reports", and "Incident Report". The "Incident Report" link is active. Below the navigation bar, a green box indicates "Current Step: 4 of 9". The main content area has a heading "Add Client/Resident Information" and a paragraph: "List all clients involved in this self-report and their corresponding information using 'Add client' button below. If no clients are involved or if this incident affects all clients of the facility, click on the 'Next' button to move to the next section". Below this text is a table with five columns: "Last Name", "First Name", "DOB", "SSN", and "Actions". At the bottom of the form are four buttons: "← Back", "+ Add Client", "→ Next", and "× Cancel".

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Home Uploads Resident Death Reports Incident Report

Current Step: 4 of 9

List all clients involved in this self-report and their corresponding information using 'Add client' button below. If no clients are involved or if this incident affects all clients of the facility, click on the 'Next' button to move to the next section


Add Client/Resident Information

Last Name	First Name	DOB	SSN	Actions
-----------	------------	-----	-----	---------


← Back + Add Client → Next × Cancel


Figure 10. Incident Report – Step 4.1 Client information

4.1 Click on "Add client" button to add client information

**TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



 **Uploads** **Resident Death Reports** **Incident Report**

Current Step: 4 of 9

List all clients involved in this self-report and their corresponding information using 'Add client' button below. Do not skip the client section if clients are involved. If no clients are involved or if this incident affects all clients of the facility, please click "Next" to move to the next section

Add Client/Resident Information

Last Name	First Name	DOB	SSN	Actions
-----------	------------	-----	-----	---------

Add new Client/Resident Information


Last Name *

First Name *

Is Client Deceased?

☐ Yes
☐ No

DOB *



SSN *

Describe the client's/resident's functional ability, level of supervision, relevant medical conditions, and any history of behaviors

Does the Client have history of similar incidents?

☐ Yes
☐ No

Dorm Name and Number

+ Save

× Cancel

Figure 11. Incident Report – Step 4.1 Add New Client

Enter client information and click on “save” button to add and save client information

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top is the Texas Health and Human Services logo. Below it is the title "Texas Unified Licensure Information Portal (TULIP)" and a user profile icon. A dark blue navigation bar contains links for "Uploads", "Resident Death Reports", and "Incident Report". A green box indicates "Current Step: 4 of 9". The main content area has a heading "Add Client/Resident Information" and a paragraph of instructions. Below this is a table with columns for "Last Name", "First Name", "DOB", "SSN", and "Actions". One client, "Smith John", is listed with DOB "01/01/1974" and SSN "123-45-6789". The "Actions" column for this client contains "Edit" and "Remove" buttons. At the bottom are four buttons: "Back", "Add Client", "Next", and "Cancel".

TEXAS Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Home Uploads Resident Death Reports Incident Report

Current Step: 4 of 9

List all clients involved in this self-report and their corresponding information using 'Add client' button below. Do not skip the client section if clients are involved. If no clients are involved or if this incident affects all clients of the facility, please click to move to the next section

Add Client/Resident Information

Last Name	First Name	DOB	SSN	Actions
Smith	John	01/01/1974	123-45-6789	<button>Edit</button> <button>Remove</button>

← Back + Add Client → Next × Cancel

Figure 12. Incident Report – Step 4.1 Client actions

5. To edit previously entered client information, click on “Edit” button next to the client you want to edit
To remove previously entered client, click on “Remove” button next to the client you want to remove

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top, there is a header with the Texas Health and Human Services logo and the text "Texas Unified Licensure Information Portal (TULIP)". Below the header is a navigation bar with links for "Uploads", "Resident Death Reports", and "Incident Report". A green box indicates "Current Step: 5 of 9". The main section is titled "Alleged Perpetrator Information" and includes a note: "Alleged perpetrator is applicable for facility staff only. This does not apply to residents/patients involved in the incident or resident/patient family members." There are two radio button options: "Yes, there are identifiable perpetrator(s)" (selected) and "No, there are no identifiable perpetrators, or the event was an environmental or other issue." At the bottom, there are three buttons: "Back", "Next", and "Cancel".

Figure 13. Incident Report – Step 5

- Select yes if there are identifiable perpetrators and click on next to proceed to step 5.1 – Perpetrator section
- Select no if there are no identifiable perpetrators and click next to proceed to step 6 – Description of incidents

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface for Step 5.1 of 9. The header and navigation bar are the same as in Figure 13. A green box indicates "Current Step: 5 of 9". The main section is titled "Add Alleged Perpetrators" and includes a note: "List all perpetrators involved in this self-report and their corresponding information using 'Add perpetrator' button below. If no perpetrators are involved, please click 'Next' to move to the next section." Below the note is a table with the following columns: "Last Name", "First Name", "DOB", "SSN", and "Actions". At the bottom, there are four buttons: "Back", "+ Add Alleged Perpetrator", "Next", and "Cancel".

Figure 14. Incident Report – Step 5.1 Perpetrator information

5.1 Click on "Add Alleged Perpetrator" button to add perpetrator information

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top, there is a header with the Texas Health and Human Services logo and the text "Texas Unified Licensure Information Portal (TULIP)". Below the header is a navigation bar with links for "Uploads", "Resident Death Reports", and "Incident Report". The main content area is titled "Current Step: 5 of 9" and contains instructions: "List all perpetrators involved in this self-report and their corresponding information using 'Add perpetrator' button below. If no perpetrators are involved, please click 'Next' to move to the next section." Below the instructions is a section titled "Add Alleged Perpetrators" with a table header: "Last Name", "First Name", "DOB", "SSN", and "Actions". Under this header is a form titled "Add new Alleged Perpetrator Information" with fields for: "Last Name*", "First Name*", "Title" (a dropdown menu with "--Please Select--"), "SSN*", "DOB*" (with a calendar icon), "License/Permit Number", "Phone", "Address", "City", "State", and "Zip Code". At the bottom of the form are two questions: "Were actions taken regarding this alleged perpetrator?" and "Are there any witnesses?", each with "Yes" and "No" radio button options. At the very bottom are two buttons: "+ Save" and "X Cancel".

Figure 15. Incident Report – Step 5.1 Add New Perpetrator

Enter perpetrator information and click on "save" button to add and save perpetrator information

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top is the Texas Health and Human Services logo. Below it is the title "Texas Unified Licensure Information Portal (TULIP)" and a user profile icon. A dark blue navigation bar contains links for "Home", "Uploads", "Resident Death Reports", and "Incident Report". A green box indicates "Current Step: 5 of 9".


The main content area has a heading "Add Alleged Perpetrators" and a paragraph: "List all perpetrators involved in this self-report and their corresponding information using 'Add perpetrator' button below. If no perpetrators are involved, please click 'Next' to move to the next section." Below this is a table with the following data:

Last Name	First Name	DOB	SSN	Actions
maria	Vargas	05/18/1994	999-99-9999	Edit Remove


At the bottom of the form are four buttons: "Back", "+ Add Alleged Perpetrator", "Next", and "Cancel".


Figure 16. Incident Report – Step 5.2 Perpetrator actions

- 5.2 To edit previously entered perpetrator information, click on "Edit" button next to the perpetrator you want to edit.
- To remove previously entered perpetrator, click on "Remove" button next to the perpetrator you want to remove.

 **TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



 Uploads Resident Death Reports **Incident Report**

Current Step: 6 of 9

Description of incidents

Provide a brief narrative of the incident.

This narrative should include:

- a description of any unidentified residents or clients involved.
- a description of any unidentified alleged perpetrators
- the name of any known witnesses
- description of any injury or adverse effect to the client/resident
- description of any physical or emotional assessment performed or treatment provided as a result of the incident

On what shift did the incident occur? *


--Please Select--

← Back

→ Next


✕ Cancel

Figure 17. Incident Report – Step 6 Description of incidents

 **TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



 Uploads Resident Death Reports Incident Report

Current Step: 7 of 9

Actions and Notifications

Please provide the following information:

- Immediate actions the agency/facility has taken to protect client's/resident's health and safety as a result of the allegation (example: suspended or terminated; in-service training provided, etc.) *
- Who was notified of the allegation (example: doctor, family/guardian, law enforcement, ombudsman, etc.) if the incident was reported to the police, include the case/reference number issued when the report was made.

Were X-Rays required? *

☐ Yes
☐ No

Was the resident sent to the hospital/emergency room?

☐ Yes
☐ No

Does client/resident receive services from another facility/agency? (i.e. Nursing Home, Hospice, Home Health, Dialysis, etc.)

☐ Yes
☐ No

What immediate actions has the agency/facility taken to protect the client's/resident's health and safety as a result of the allegation

Were the physician, guardian and/or family notified?

☐ Yes
☐ No

Were the police notified?

☐ Yes
☐ No

Was DFPS/ Provider Investigations notified?

☐ Yes
☐ No

Was in-service training provided to staff as a result of this incident? *

☐ Yes
☐ No






 Back  Next  Cancel

Figure 18. Incident Report – Step 7 Actions and Notifications

**TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



HomeUploadsResident Death ReportsIncident Report

Current Step: 8 of 9

Summary

Agency/Facility Information

Agency / Facility Name:	Zip Code:
Test Facility	78750
Agency License Number / Facility ID:	Country:
123456	USA
Street Address:	Phone:
701 Test Blvd	(123) 456-7890
City:	County:
Austin	Travis
State:	
Texas	

Your Information

First Name:	Contact Email:
Reporter	reporter@gmail.com
Last Name:	Contact Phone Number:
Name	(111) 111-1111
Title:	Agency/Facility Phone Number:
Activity Director	(222) 222-2222
	Additional Contact Number:
	(333) 333-3333

Incident Information

Incident Date:	Who made/repported the Allegation?
Date	Resident/Client
1/21/2020	
Time	
4:00 PM	
Date Time Facility first learned of the Incident:	
Date	
Jan 20, 2020	
Time	
4:16 PM	
Incident Category:	
Abuse	

Figure 19. Incident Report – Step 8 Summary of the Incident

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Uploads Resident Death Reports Incident Report

Description of Incidents

This narrative should include:

- a description of any unidentified residents or clients involved.
- a description of any unidentified alleged perpetrators
- the name of any known witnesses
- description of any injury or adverse effect to the client/resident
- description of any physical or emotional assessment performed or treatment provided as a result of the incident

Provide a brief narrative of the incident:

W

On what shift did the incident occur

Day

Actions and Notifications

Please provide the following information:

- immediate actions the agency/facility has taken to protect client's/resident's health and safety as a result of the allegation (example: self suspended or terminated; in-service training provided, etc.) *
- Who was notified of the allegation (example: doctor, family/guardian, law enforcement, ombudsman, etc.) if the incident was reported to the police, include the case/reference number issued when the report was made.

e

Were X-Rays required?

No

Was the resident sent to the hospital/emergency room?

No

Does the resident require any follow up medical appointments following hospital discharge?

No

Does client/resident receive services from another facility/agency? (i.e. Nursing Home, Hospice, Home Health, Dialysis, etc.)

What immediate actions has the agency/facility taken to protect the client's/resident's health and safety as a result of the allegation

Were the police notified? Were the physician, guardian and/or family notified?

Was DFPS/ Provider Investigations notified?

Insert DFPS/PI Case Number

Was in-service training provided to staff as a result of this incident?

No

← Back ▶ Submit Print Page X Cancel

Figure 20. Incident Report – Step 8 Summary of the Incident Actions

- To edit report, click on "Back" button to proceed to the step you want to edit information on
- To print summary of the incident, click on "Print Page" button
- To submit report, click on "Submit" button

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top left is the Texas Health and Human Services logo. The header includes the text "Texas Unified Licensure Information Portal (TULIP)" and a user profile icon. A dark navigation bar contains links for "Uploads", "Resident Death Reports", and "Incident Report". Below this, a green status bar indicates "Current Step: 9 of 9". The main content area is titled "Case Information" and contains a confirmation message: "Your information has been received and will be processed accordingly. Your intake number is 163647. If additional information is required, you will be contacted regarding your submission. Once the internal investigation is complete, you will need to submit the Provider Investigation Report within 01/28/2020." Below the message, it states "The Provider Investigation Report can be submitted via:" followed by a numbered list: 1. Online at (embed online web link), 2. Email to cilprovider@hhsc.state.tx.us (Attachments must be less than 20MB), 3. Fax to 1-877-438-5827 if 15 pages or less, and 4. Mail to Texas Health and Human Services, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, TX 78714-9030. A "Done" button is located at the bottom left of the content area.

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Home Uploads Resident Death Reports Incident Report

Current Step: 9 of 9

Case Information

Your information has been received and will be processed accordingly. Your intake number is 163647. If additional information is required, you will be contacted regarding your submission. Once the internal investigation is complete, you will need to submit the Provider Investigation Report within 01/28/2020.

The Provider Investigation Report can be submitted via:

1. Online at (embed online web link)
2. Email to cilprovider@hhsc.state.tx.us (Attachments must be less than 20MB)
3. Fax to 1-877-438-5827 if 15 pages or less
4. Mail to Texas Health and Human Services
Complaint and Incident Intake
Mail Code E-249
P.O. Box 149030
Austin, TX 78714-9030

Done

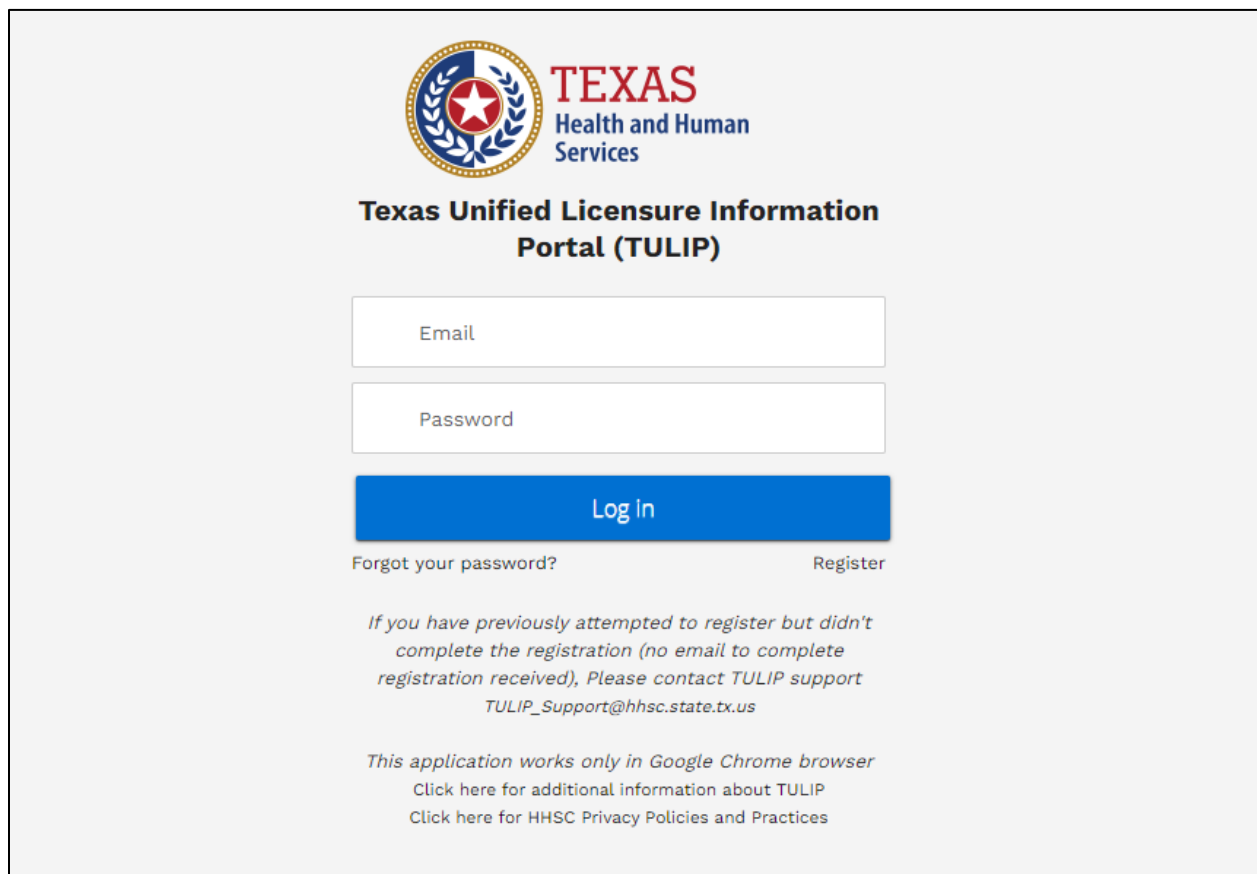
Figure 21. Incident Report – Step 9 Confirmation Page

9. Incident information with intake number is displayed after submitting the report.

2. How to submit a PIR for LTC agency/facility

2.1. Logging into TULIP and searching for an incident.

It is highly recommended that providers bookmark the login screen (<https://txhhs.force.com/TULIP/s/login/>) for easy access to their TULIP account portal. To log in, enter your username and password



The screenshot displays the login interface for the Texas Unified Licensure Information Portal (TULIP). At the top center is the Texas Health and Human Services logo, featuring a circular emblem with a star and the text "TEXAS Health and Human Services". Below the logo, the title "Texas Unified Licensure Information Portal (TULIP)" is centered. The login form consists of two input fields: "Email" and "Password", followed by a prominent blue "Log In" button. Below the button are two links: "Forgot your password?" and "Register". A paragraph of text provides instructions for users who have previously attempted to register but did not receive a completion email, directing them to contact TULIP support at TULIP_Support@hhsc.state.tx.us. At the bottom, a note states that the application works only in Google Chrome browser, with links for additional information about TULIP and HHSC Privacy Policies and Practices.

Figure 22. TULIP Login screen

2.1.1. TULIP Homepage

1. The image below is an example of a provider homepage, the screen you will see when you first log into the TULIP portal. From here you can submit Incident reports, submit provider investigation report, submit a complaint and submit a Non LTC (Health care Quality and Substance Abuse facilities) incidents. To return to this page from anywhere in the portal, simply select the Home icon on the leftmost side of the page banner.

The screenshot displays the TULIP homepage. At the top left is the Texas Health and Human Services logo. The header includes the text "Texas Unified Licensure Information Portal (TULIP)" and a user profile for "Sunil Test Test". A dark navigation bar contains links for "Home", "Uploads", "Resident Death Reports", and "Incident Report". The main content area is divided into two columns. The left column has a "Facility/Agency Details" section with a dropdown menu for "Select Facility/Agency" and a checkbox for "Include CLOSED or EXPIRED Facilities/Agencies". Below this is a "Pending Provider Action" section with a "Submit a New Application" button and a message stating "There are no pending applications." The right column, titled "Other Actions", lists several links: "Self Reporting Portal", "Submit a Resident Death Report", "Upload a Form", "Submit a Complaint", "Submit a Non LTC Incident", "Manage Users", and "Manage Facility/Agency Access".

Figure 23. TULIP Provider Homepage

2. Select the "Incident Report" tab and system will direct you to the incident reports page

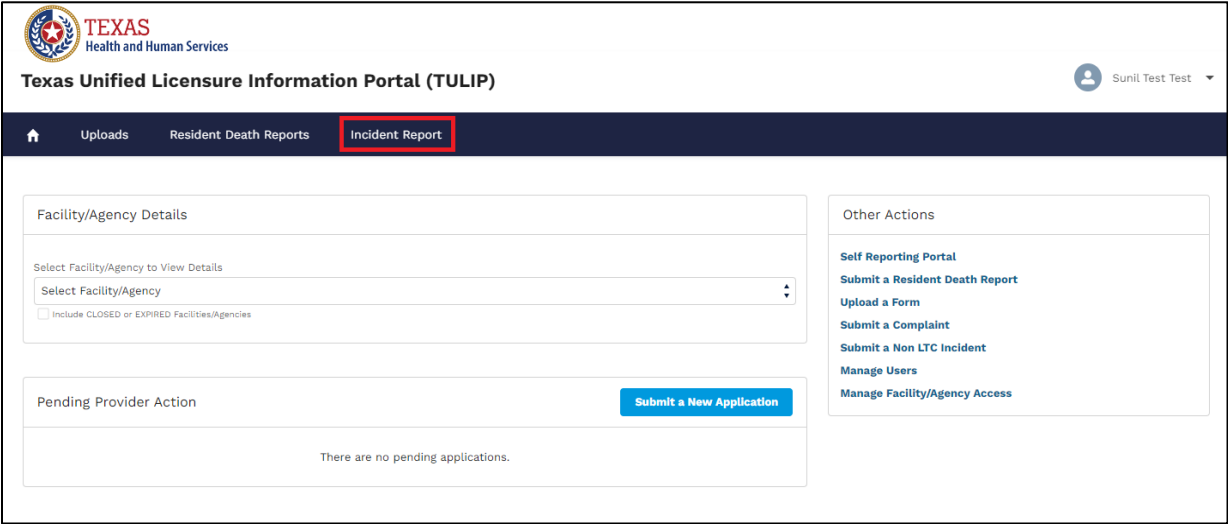


Figure 24. "Incident report" tab

3. Select the "Incident Report" tab and system will direct you to the incident reports page

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top, there is a header with the Texas Health and Human Services logo and the text "Texas Unified Licensure Information Portal (TULIP)". Below the header is a navigation bar with tabs: "Uploads", "Resident Death Reports", and "Incident Reports". The "Incident Reports" tab is selected. On the right side of the header, there is a user profile icon. Below the navigation bar, there is a section titled "My Incidents" with a search bar and a "New LTC Incident" button. The main content area displays a table of incident reports with the following columns: "RS Case No.", "Status", "Date Received", "Agency/Facility", "Agency/Facility Address", and "Account Record Type". The table contains five rows of data, all with a status of "PENDING".

	<input type="checkbox"/> RS Case No. ↑	Status	Date Received	Agency/Facility	Agency/Facility Address	Account Record Type
1	<input type="checkbox"/> 11555	PENDING	1/10/2020 9:31 AM	Test Facility	701 Test Blvd, Austin, Texas, 78750	Facility
2	<input type="checkbox"/> 163607	PENDING	1/15/2020 8:16 AM	Test Agency	123 test, Aus, TX, 78750	Agency
3	<input type="checkbox"/> 163608	PENDING	1/15/2020 8:37 AM	Test Agency	123 test, Aus, TX, 78750	Agency
4	<input type="checkbox"/> 163633	PENDING	1/17/2020 11:05 AM	Test Facility	701 Test Blvd, Austin, Texas, 78750	Facility
5	<input type="checkbox"/> 789568	PENDING	1/9/2020 8:49 PM	Test Agency	123 test, Aus, TX, 78750	Agency

Figure 25. Incident report page

Click on the RS Case Intake number for which you want to submit the provider investigation report and system will open the incident report.

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. The main header reads "Texas Unified Licensure Information Portal (TULIP)". A navigation bar includes links for "Uploads", "Resident Death Reports", and "Incident Report". The "Incident Report" section is active, showing a card for "RS Case 163607" with a "Create PIR" button. Below this, a "DETAILS" section lists various fields in a two-column table.

RS Case No. 163607	Date Received 1/15/2020 8:16 AM
Agency/Facility Facility ID	Agency/Facility Test Agency
Facility/Agency Type	License Number 000100
Incident Type	Agency/Facility Address 123 test, Aus, TX, 78750
Facility License Type LICENSED FACILITY	Agency/Facility Phone

Figure 26. Incident details

2.2. Provider Investigation Report: Create and submit report

1. Click on "Create PIR" button to create an Investigation report

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the header, the portal title "Texas Unified Licensure Information Portal (TULIP)" is shown. A navigation bar includes links for "Uploads", "Resident Death Reports", and "Incident Report". The main content area shows an "RS Case 163607" with a "Create PIR" button. Below this, a "DETAILS" section contains a table of incident information.

DETAILS	
RS Case No. 163607	Date Received 1/15/2020 8:16 AM
Agency/Facility Facility ID	Agency/Facility Test Agency
Facility/Agency Type	License Number 000100
Incident Type	Agency/Facility Address 123 test, Aus, TX, 78750
Facility License Type LICENSED FACILITY	Agency/Facility Phone

Figure 27. Incident details – "Create PIR" button

1.1 Enter provider investigation report data

The following screenshots will show the layout of provider investigation report. The fields will vary in type:

- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes

Fields that have red asterisk (*) at the end of the field label name are required fields

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible, along with the portal name and a user profile icon. A navigation bar includes links for Home, Uploads, Resident Death Reports, and Incident Report. A progress bar at the top indicates the current step is Step 1 of 6.

Intake Information

This section contains the following fields:

- Intake ID: 162015
- Facility Name: Test Facility
- Facility Address: 701 Test Blvd
- Facility City: Austin
- Facility State: Texas
- Facility Zip: 78750
- Program Type: Nursing
- Phone: (123) 456-7890

Incident Information

This section contains the following fields:

- Incident Date: Date (1/14/2020) and Time (4:56 PM)
- * Location of incident: (Required field)
- Incident Category: (List of checkboxes)
 - ☐ Death
 - ☐ Abuse
 - ☐ Neglect
 - ☐ Exploitation
 - ☐ Missing resident/individual
 - ☐ Drug Diversion
 - ☐ Fire
 - ☐ Bomb Threat
 - ☐ Tornado
 - ☐ Flood
 - ☐ Emergency Power Failure
 - ☐ Sprinkler System Failure
 - ☐ Fire Alarm Failure
 - ☐ Firearms in the Building
 - ☐ Air Conditioning Failure if Outdoor Temperature is or will be 90 Degrees or Above
 - ☐ Injury of unknown origin
 - ☐ Heating System Failure if Outdoor Temperature is 65 Degrees or Below
 - ☐ Other
- * Who Made the Allegation?: (Required field, dropdown menu)
- When Was The Allegation Made?: (Date field)
- DFPS Notified?: (Dropdown menu)

At the bottom, there are buttons for "Next" and "Cancel".

Figure 28. PIR – Step 1

1.2 Client/Resident information

On client/resident information screen/page you will see client details which were submitted previously on the Incident report and you can also add a new client.

2. Edit client information

Click on “Edit” button next to the client you want to provide additional information for and system will take you to the edit screen, enter additional information and click on “Save client resident information” button to save the information.

The screenshot shows the Texas Unified Licensure Information Portal (TULIP) interface. At the top is the Texas Health and Human Services logo. Below it is the portal title and a user profile icon. A dark navigation bar contains links for Home, Uploads, Resident Death Reports, and Incident Report. A progress bar at the top of the main content area shows six steps, with Step 2 (Client/Resident Information) currently active and highlighted in blue. Below the progress bar, a text instruction reads: "Client/Resident Information (Please click on Edit button next to each client/resident to provide additional information if you previously submitted client/residents on incident report)". Underneath this is a table with two rows of client data. Each row includes an 'Edit' button with a pencil icon.

Name	SSN	DOB	Actions
tttttt tt	444-44-4444	01/01/2020	Edit
client add	123-43-1111	01/01/2020	Edit

Figure 29. PIR: Step 2 – Client/Resident information

TEXAS
 Health and Human Services
Texas Unified Licensure Information Portal (TULIP)

[Home](#)
[Uploads](#)
[Resident Death Reports](#)
[Incident Report](#)

✓

Step 2

Step 3

Step 4

Step 5

Step 6

Client/Resident Information (Please click on Edit button next to each client/resident to provide additional information if you previously submitted client/residents on incident report)

Name	SSN	DOB	Actions
ttttt tt	444-44-4444	01/01/2020	/ Edit
client add	123-43-1111	01/01/2020	/ Edit

Edit Client/Resident Information

Name

ttttt tt

SSN

444-44-4444

DOB

1/1/2020

Functional Ability

Select an Option

▼

*Level of Supervision

Select an Option

▼

Independently Ambulatory

No

▼

Interviewable

No

▼

Capacity to make informed decisions

No

▼

Behavioral history

Select an Option

▼

Medical Diagnosis / Other Pertinent History

⌵

Services

assistance with ambulation
 assistance with medications
 bathing
 catheter care
 chaplain services
 cleaning
 continuous care
 dressing
 escort
 grooming
 G-tube care
 inpatient hospice care
 laundry
 meal preparation
 nursing services
 occupation therapy
 physical therapy
 routine skin and hair care
 shopping
 social work services
 speech therapy
 toileting
 transfers
 wound care
 other

Hours Per Week

*Injury or adverse effect

Select an Option

▼

*Treatment Provided

Select an Option

▼

Treatment/Transfer Date and Time

Date

Time

⌵

⌵

Assessment Date

⌵

[Save Client Resident Information](#)
[Cancel](#)

Figure 30. PIR: Step 2 – Edit Client/Resident information

2.1 Add new client

Click on "Add Additional Client" button to enter additional client, enter information and click on "Save Client" button to save the information.

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the header, a navigation bar includes links for Home, Uploads, Resident Death Reports, and Incident Report. A progress bar indicates the current step is Step 2, "Add Client/Resident Information".


Below the progress bar, a message states: "Client/Resident Information (Please click on Edit button next to each client/resident to provide additional information if you previously submitted client/residents on incident report)".

Name	SSN	DOB	Actions
tttttt tt	444-44-4444	01/01/2020	Edit
client add	123-43-1111	01/01/2020	Edit


Below the table, a section titled "Add Client/Resident Information" contains a form with the following fields: Last Name, First Name, and DOB. An "Actions" column is also present.

At the bottom of the form, there are four buttons: "Back", "Next", "Cancel", and "Add Additional Client".

Figure 31. PIR: Step 2 – Add additional Client/Resident

**TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

 **Uploads** **Resident Death Reports** **Incident Report**

✓

Step 2



Step 3

Step 4

Step 5

Step 6

Client/Resident Information (Please click on Edit button next to each client/resident to provide additional information if you previously submitted client/residents on incident report)

Name	SSN	DOB	Actions
11111 11	444-44-4444	01/01/2020	 Edit
client add	123-43-1111	01/01/2020	 Edit

Add Client/Resident Information


Last Name	First Name	DOB	Actions
-----------	------------	-----	---------

Add Clients/Residents

* Last Name

* First Name

* DOB



* SSN

Describe the client's/resident's functional ability, level of supervision, relevant medical conditions, and any history of behaviors

Select an Option

Does the Client have history of similar incidents?

Select an Option

Resident's level of supervision?

Select an Option

Payment Source

☐ Medicare
☐ Medicaid-CLASS
☐ Medicaid-OSMD
☐ Medicaid-Other
☐ Private Pay



 **Save Client**  **Cancel**

Figure 32. PIR: Step 2 – Add additional Client/Resident information

2.2 Add new client actions

You can Edit or Remove client by clicking on “Edit” button or “Remove” button next to newly added client.

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Uploads Resident Death Reports Incident Report

Step 2

Client/Resident Information (Please click on Edit button next to each client/resident to provide additional information if you previously submitted client/residents on incident report)

Name	SSN	DOB	Actions
ttttt tt	444-44-4444	01/01/2020	Edit
client add	123-43-1111	01/01/2020	Edit

Add Client/Resident Information

Last Name	First Name	DOB	Actions
Client	New	07/15/1964	Edit Remove

[Back](#) [Next](#) [Cancel](#) [Add Additional Client](#)

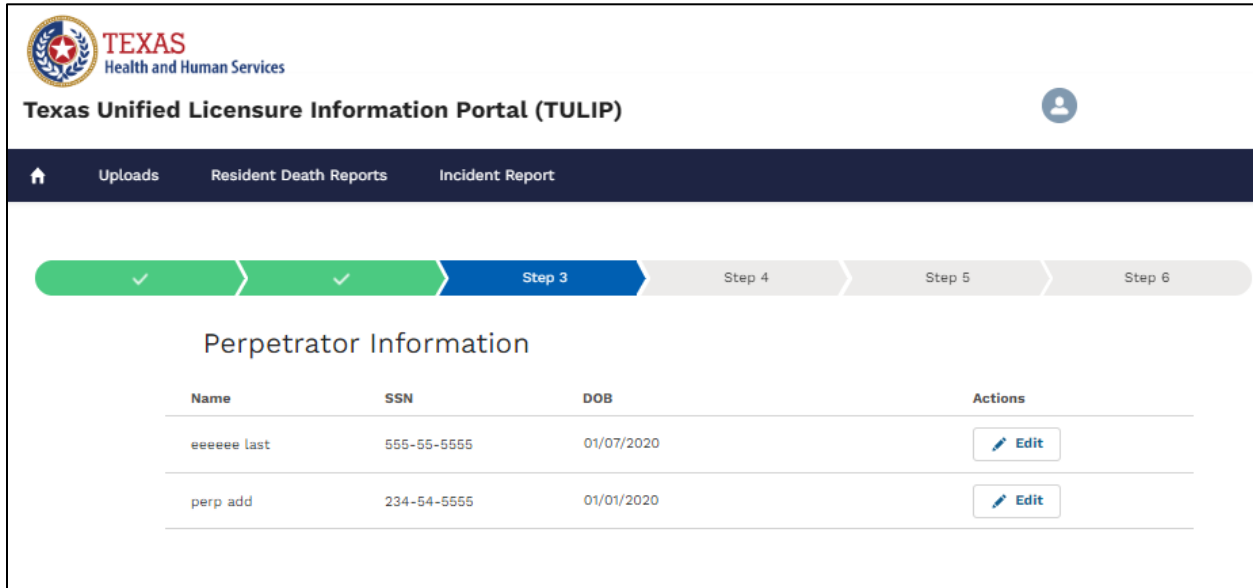
Figure 33. PIR: Step 2 – Add additional Client/Resident Actions

3. Perpetrator information

On perpetrator information screen/page you will see perpetrator details who were submitted previously on the Incident report and you can also add a new perpetrator.

3.1 Edit perpetrator information

Click on "Edit" button next to the perpetrator you want to provide additional information for and system will take you to the edit screen, enter additional information and click on "Save perpetrator information" button to save the information.



TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)


Uploads Resident Death Reports Incident Report

Step 3 Step 4 Step 5 Step 6


Perpetrator Information


Name	SSN	DOB	Actions
eeeeee last	555-55-5555	01/07/2020	Edit
perp add	234-54-5555	01/01/2020	Edit

Figure 34. PIR: Step 3 – Perpetrator information

 **TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)



 Uploads Resident Death Reports Incident Report

✓

✓



Step 3

Step 4

Step 5

Step 6

Perpetrator Information

Name	SSN	DOB	Actions
eeeeee last	555-55-5555	01/07/2020	 Edit
perp add	234-54-5555	01/01/2020	 Edit

Edit Alleged Perpetrator

Name

eeeeee last

DOB

1/7/2020

SSN

555-55-5555

License / Certificate No

1111111111

* How was the Alleged Perpetrator Identified


Select an Option

* The Alleged Perpetrator

Select an Option

* History of Similar Allegations

Select an Option

 Save Perpetrator Information


 Cancel

Figure 35. PIR: Step 3 – Edit Perpetrator information

3.2 Add new perpetrator

Click on “Add Additional perpetrator” button to enter additional perpetrator, enter information and click on “Save Perpetrator” button to save the information.

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. The main header reads "Texas Unified Licensure Information Portal (TULIP)". Below this is a navigation bar with links for "Uploads", "Resident Death Reports", and "Incident Report". A progress bar indicates the current step is "Step 3", with previous steps marked as complete and subsequent steps (Step 4, Step 5, Step 6) shown as disabled.

The main content area is titled "Perpetrator Information" and contains a table with the following data:


Name	SSN	DOB	Actions
eeeeee last	555-55-5555	01/07/2020	Edit
perp add	234-54-5555	01/01/2020	Edit

Below the table is a section titled "Add Perpetrator Information" with a form containing the following fields:


Last Name	First Name	DOB	Actions

At the bottom of the form, there are four buttons: "Back", "Next", "Cancel", and "Add Additional Perpetrator".

Figure 36. PIR: Step 3 – Add additional Perpetrator

**TEXAS**
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

 Uploads Resident Death Reports Incident Report

✓

✓

Step 3

Step 4

Step 5

Step 6

Perpetrator Information

Name	SSN	DOB	Actions
eweee last	555-55-5555	01/01/2020	Edit
perp add	234-54-5555	01/01/2020	Edit

Add Perpetrator Information

Last Name	First Name	DOB	Actions
-----------	------------	-----	---------

Add Add Alleged Perpetrator

* Last Name

* First Name

Title

* SSN

* Date of birth

Licence/Permit Number

Phone

Address

City

State

Zip Code

Were actions taken regarding this alleged perpetrator?

Select an Option

Save Perpetrator

Cancel

Figure 37. PIR: Step 3 – Add additional Perpetrator information

3.3 Add new perpetrator actions

You can Edit or Remove perpetrator by clicking on “Edit” button or “Remove” button next to newly added perpetrator.

TEXAS
Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Home Uploads Resident Death Reports Incident Report

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

Perpetrator Information

Name	SSN	DOB	Actions
eeeeee last	555-55-5555	01/07/2020	Edit
perp add	234-54-5555	01/01/2020	Edit

Add Perpetrator Information

Last Name	First Name	DOB	Actions
Perpetrator	New	03/09/1966	Edit Remove

[← Back](#) [→ Next](#) [X Cancel](#) [+ Add Additional Perpetrator](#)

Figure 38. PIR: Step 3 – Add additional perpetrator Actions

4. Witness Information

4.1 Add Witness

You can add witness information by clicking on the “Add Witness information” button or skip to next section by clicking on “Next” button

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the logo, the portal title "Texas Unified Licensure Information Portal (TULIP)" is shown. A navigation bar contains links for "Uploads", "Resident Death Reports", and "Incident Report". A progress bar indicates the current step is "Step 4" (highlighted in blue), with "Step 5" and "Step 6" following. The main heading is "Witness Information". Below this, there is a table with the following headers: "Witness Name", "Witness Type", "Witness Phone", and "Actions". At the bottom of the form, there are four buttons: "Back", "Next", "Cancel", and "Add Witness Information".

Witness Name	Witness Type	Witness Phone	Actions
--------------	--------------	---------------	---------

Figure 39. PIR: Step 4 – Witness Information

4.2 Enter witness information and click on “Add Witness” button to save information

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the logo, the portal title "Texas Unified Licensure Information Portal (TULIP)" is shown. A navigation bar includes links for "Uploads", "Resident Death Reports", and "Incident Report". A progress bar at the top indicates the current step: Step 4 (Add Witness Information) is highlighted in blue, while Steps 1, 2, and 3 are green with checkmarks, and Steps 5 and 6 are grey.

The main section is titled "Witness Information" and contains a table with the following headers: "Witness Name", "Witness Type", "Witness Phone", and "Actions". Below the table, the "Add Witness Information" form is displayed. The form includes the following fields:

- Witness Name: Text input field.
- Witness Type: Dropdown menu with "Select an Option" as the current selection.
- Address: Text input field.
- City: Text input field.
- State: Text input field.
- Zip Code: Text input field.
- Phone No: Text input field.
- * Statement Attached (Signed & Notified if possible): Dropdown menu with "Select an Option" as the current selection.

At the bottom of the form, there are two buttons: "Add Witness" (with a plus icon) and "Cancel" (with an X icon).

Figure 40. PIR: Step 4 – Add Witness Information

4.3 Witness Actions

You can edit or remove witness by clicking on the “Edit” button or “Remove” button next to witness name

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the logo, the portal title "Texas Unified Licensure Information Portal (TULIP)" is shown. A navigation bar includes links for "Uploads", "Resident Death Reports", and "Incident Report". A progress bar at the top indicates the current step is "Step 4" (highlighted in blue), with previous steps marked with checkmarks and subsequent steps (Step 5, Step 6) in grey. The main section is titled "Witness Information" and contains a table with the following data:

Witness Name	Witness Type	Witness Phone	Actions
Witness One	Individual	(512)000-0000	Edit Remove

At the bottom of the form, there are four buttons: "Back", "Next", "Cancel", and "Add Witness Information".

Figure 41. PIR: Step 4 – Witness actions

5. Enter Investigation details and Attestation

The screenshot displays the Texas Unified Licensure Information Portal (TULIP) interface. At the top, the Texas Health and Human Services logo is visible. Below the header, a navigation bar includes links for 'Uploads', 'Resident Death Reports', and 'Incident Report'. A progress bar at the top indicates the current step is 'Step 5' (highlighted in blue) out of six steps. The main content area is divided into two sections: 'Investigation' and 'Attestation'. The 'Investigation' section contains four required fields: '* Agency Immediate Response to prevent recurrence/protect individuals' (text input), '* Investigation Summary' (text input), '* Investigation Findings' (dropdown menu with 'Select an Option'), and '* Agency Actions Post Investigations' (text input). The 'Attestation' section contains three required fields: '* Printed Name' (text input), '* Title' (text input), and '* Date' (text input with a calendar icon). At the bottom, there are three buttons: 'Back', 'Next', and 'Cancel'.

TEXAS Health and Human Services

Texas Unified Licensure Information Portal (TULIP)

Uploads Resident Death Reports Incident Report

Step 5 Step 6

Investigation

* Agency Immediate Response to prevent recurrence/protect individuals

* Investigation Summary

* Investigation Findings Select an Option

* Agency Actions Post Investigations

Attestation

* Printed Name

* Title

* Date

Back Next Cancel

Figure 42. PIR: Step 5 – Investigation details and Attestation

6. Confirmation Page and Attachments

6.1 System will display confirmation message with intake number.

To upload files click the "Chose File" button, select the file and click on "Upload" button to attach supporting documents to your investigation report and click on "Done" button or click on "Chose file" button again to add more attachments.

The screenshot shows a web interface for PIR (Public Incident Report) submission. It is divided into two main sections: "PIR Information" and "Attachment Upload".

PIR Information: This section contains a confirmation message: "Your information has been received and will be processed accordingly. Your PIR number is PIR-000074. Please expect to be contacted regarding your submission."

Attachment Upload: This section provides instructions for uploading supporting documentation. It includes a "Choose File" button, a status indicator "No file chosen", and an "Upload" button. Below these buttons, there is a 10MB size limit notice and instructions on how to use the buttons to upload documents. At the bottom of this section is a "Done" button.

PIR Information

Your information has been received and will be processed accordingly. Your PIR number is PIR-000074. Please expect to be contacted regarding your submission.

Attachment Upload

Please provide any supporting documentation as an attachment. Once you press the "Done" button to finalize your submission, you will not be able to attach additional documents.

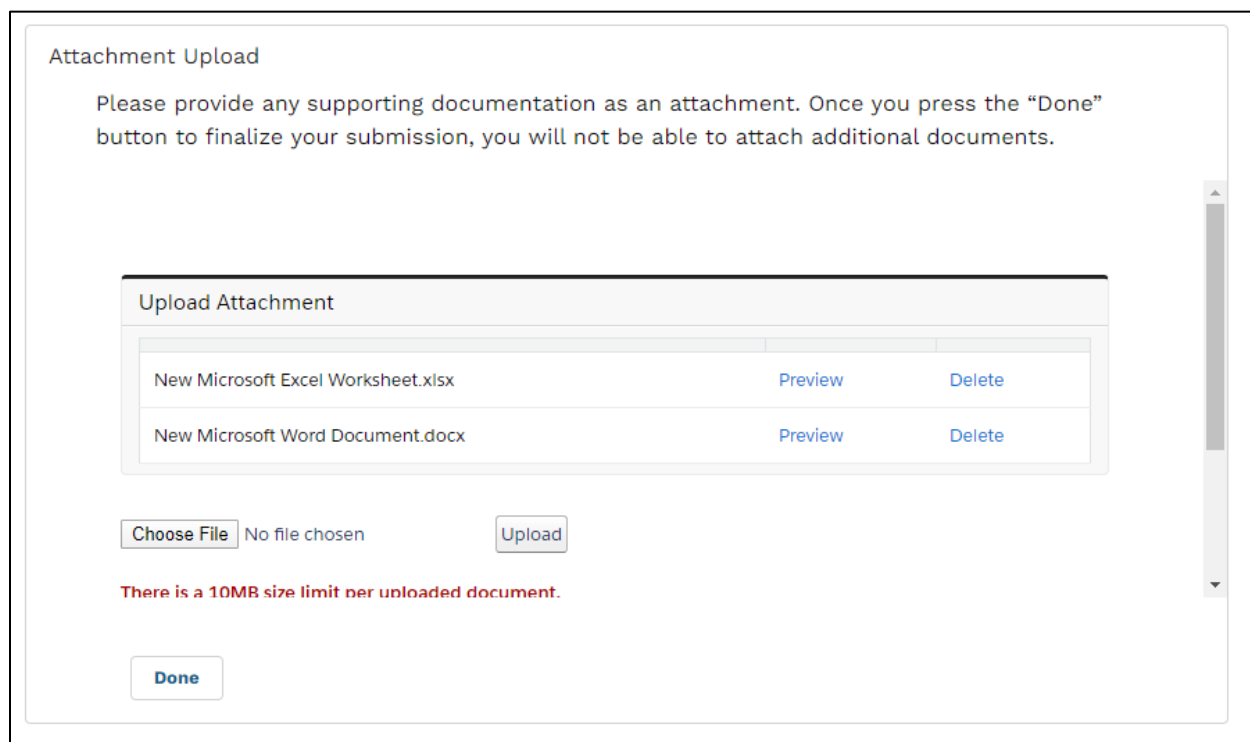
No file chosen

There is a 10MB size limit per uploaded document.
To upload a document, click the "Choose File" button to browse for the file. After selecting the file, click the "Upload" button, and your attachment will be listed above.
Repeat for each document that needs to be attached.

Figure 43. PIR: Step 6 – Confirmation page and Upload Attachments

6.2 Delete Attachments

To delete attachments uploaded in error, click on “Delete” button next to the attachment.



The screenshot displays the 'Attachment Upload' section of a web application. At the top, a message states: 'Please provide any supporting documentation as an attachment. Once you press the “Done” button to finalize your submission, you will not be able to attach additional documents.' Below this is a table titled 'Upload Attachment' containing two rows of uploaded files. Each row has a 'Preview' link and a 'Delete' link. At the bottom of the table, there is a 'Choose File' button, the text 'No file chosen', and an 'Upload' button. A red warning message reads: 'There is a 10MB size limit per uploaded document.' At the very bottom, there is a 'Done' button.

Upload Attachment		
New Microsoft Excel Worksheet.xlsx	Preview	Delete
New Microsoft Word Document.docx	Preview	Delete

[Choose File](#) No file chosen [Upload](#)

There is a 10MB size limit per uploaded document.

[Done](#)

Figure 44. PIR: Step 6 – Attachments