



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 75.14, **Non-Employee Incident/Injury Procedures & Reporting**

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to establish procedures for responding to and documenting incidents involving and/or injuries incurred by persons on Texas Tech University Health Sciences Center (TTUHSC) property including, but not limited to, visitors, patients, volunteers, and students in non-clinical areas. Incidents/injuries occurring in TTUHSC clinical areas and TTUHSC students performing practicum clinical training at other locations shall continue using the:

- School of Medicine Ambulatory Clinic Policy, Occurrence Report Policy No. 8:02 and Form 8:02A – All campus Clinics
<https://hscweb.ttuhscc.edu/provost/documents/policies/ACPpolicy8.02.pdf> and
<https://hscweb.ttuhscc.edu/provost/documents/policies/ACForm8.02.A.pdf>

This policy applies to all TTUHSC campus locations. For incidents relating to employees, refer to [HSC OP 70.13](#).

REVIEW: This HSC OP will be reviewed on March 1 of each odd-numbered year (ONY) by the Senior Director of Safety Services (including regional campus review), the Assistant Provost for Student Affairs, the Director of Volunteer Services, Texas Tech Police Department, Texas Tech University System (TTUS) Office of General Counsel, TTUS Office of Risk Management, Director of Institutional Health, with recommendations for revisions forwarded to the Vice President for Facilities and Safety Services by April 15.

POLICY/PROCEDURE:

1. Responsibilities

- a. **TTUHSC Employees:** TTUHSC employees will respond to incidents of slips, trips, falls, other emergencies or needs of assistance involving patients, visitors, volunteers or students, and complete the information on the TTUHSC Non-Employee Incident / Injury Report Form (Attachment B), and the TTUHSC Injury/Incident Witness Statement (Attachment C), where applicable.
- b. **Safety Services / Regional Safety Office:** Safety Services / Regional Safety Office shall investigate and retain reports and documentation of all incidents / injuries involving patients, visitors, volunteers or students occurring in non-clinical areas. The procedures for handling non-employee incidents / injuries shall be covered in employee orientations and safety training.
- c. **Texas Tech Police Department (TTPD):** The TTPD will, if notified, respond to all incidents with injuries involving patients, visitors, volunteers and students on the campuses where TTPD personnel are assigned and in accordance with established procedures. Safety Services / Regional Safety Office when notified by TTPD may initiate an incident / injury investigation.
- d. **Regional Campuses:** All regional campuses will comply with the responsibilities and procedures by implementing comparable / parallel procedures as set forth herein. All TTUHSC documentation regarding an incident / injury and its resulting investigation will be forwarded to Safety Services no later than 72 hours after the occurrence.

2. Procedures

Upon observing or being informed of a visitor, patient, volunteer, or student incident / injury in a non-clinical area, department employees shall follow the procedure/steps set forth in the "Non – Employee Incident / Injury Response Flow Diagram (Attachment A).

- a. If the individual is unconscious, incoherent, or unable to rise, **call 911 immediately from any campus phone, cell phone, or public phone**, then call Texas Tech Police Department. Do not attempt to lift or move an individual if not medically trained, and if the individual is not at risk of further injury. The person reporting the incident shall provide the location of the injured party and information requested from the 911 operator.

1. Abilene - TTPD	325-696-0438
2. Amarillo - TTPD	806-414-9969
3. Dallas Southwest - Dallas Police Department	214-744-4444
4. Dallas VA - VA Police Department	214-857-0411
5. Lubbock - TTPD	806-743-2000
6. Midland - TTPD / Midland Police Department	432-703-5119/432-685-7108
7. Midland College – Midland College Police Department	432-685-4734
8. Odessa - TTPD / Odessa Police Department	432-553-1998/432-335-4961

- b. If the individual is conscious, ask, "Do you need to go to the Emergency Room?" If the response to this question is "Yes," **Call 911** as above and provide the location of the injured party and information requested from the 911 operator.
- c. If the individual responds to the question "Do you need to go to the Emergency Room?" that she/he does not need emergency room medical assistance, the department will complete the Non-Employee Incident / Injury Report Form (Attachment B) and witness statements, if any.
- d. After completing a "Non-Employee Incident / Injury Report Form the department will call Safety Services and/or TTPD to conduct an investigation.
- e. All patients, visitors, volunteers and students are responsible for having current health and accident insurance and may, as appropriate, seek medical attention from the provider of their choice. No provision or representation of compensation shall be made by any TTUHSC employee (see [HSC OP 75.15](#)).
- f. Paid employees (including paid TTUHSC students) of another entity performing duties on TTUHSC premises or students working in non-TTUHSC host facilities should follow their employer's Workers' Compensation Policy. Completion of a "Non-Employee Incident/Injury Form" does not suffice for their reporting.
- g. TTUHSC volunteers who receive blood borne pathogen exposures (needlesticks, splash or spray to mucus membranes [eyes, nose, mouth, broken skin], etc.) should immediately wash the exposed areas, and then immediately contact one of the following officials, as appropriate, for assistance and follow-up surveillance:
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| 1. | Amarillo: Ambulatory Clinic (806-414-9636) |
| 2. | Correctional Health Care facilities: Director of Infirmary and/or immediate Supervisor |
| 3. | Lubbock: Office of Institutional Health (806-743-4005) |
| 4. | UMC House Supervisor via pager: (806-761-8874) |
| 5. | Odessa: Infection Control/Institutional Health (432-232-1842) |
| 6. | All Other Areas: House Supervisor, Supervisor, or Instructor, as appropriate |
- h. TTUHSC students who receive bloodborne pathogen exposures described in (g) should call the Office of Institutional Health (806-368-2647).

Reference: Management of Claims Related to Public Areas of TTUHSC Facilities and Property ([HSC OP 75.15](#))