



COMMONWEALTH of VIRGINIA

NELSON SMITH
COMMISSIONER

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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Dear Provider,

The purpose of this correspondence is to revise expectations for serious incident reporting for confirmed cases of COVID-19. Effective immediately a provider will only be required to submit a serious incident report into CHRIS for a COVID related incident **when it also meets one of the requirements for level II or level III reporting** as outlined in [Rules and Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services \[12 VAC35-105\]](#), or the requirements outlined in the [Regulations for Children's Residential Facilities 12VAC35-46](#)

I. When to Report Confirmed Cases of COVID-19 in CHRIS:

a. Children's Residential Services - 12VAC35-46-1070(C)

Anytime an individual has a **confirmed diagnosis of COVID-19** during the provision of a children's residential service, this shall be reported to the Department using the Department's web-based reporting application (CHRIS). Regulation 12VAC35-46-1070(C) requires providers to notify the Department within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the Department. COVID-19 constitutes a serious illness and confirmed cases shall be reported to the Department as such.

b. Level II Serious Incident - 12VAC35-105-160(D)(2)

For non-children's residential services, where it is determined that the individual is diagnosed with COVID-19 during the provision of services or on the provider's premises, **and the incident meets the criteria for a Level II or Level III serious Incident** this shall be reported using the Department's web-based reporting application (CHRIS)

II. Examples of Reportable and Non-Reportable Incidents involving confirmed cases COVID-19:

Not reportable: An individual was exposed to a staff member who tested positive for COVID-19. Individual complained of not feeling well and is given a COVID-19 test and the results of the test

are positive. The individual visits the doctor with a staff person and does not require any additional medical follow-up.

Reportable: Three days later, the same individual begins to spike a high fever, and has shortness of breath. Staff call 911 and the individual is transported to the emergency department for evaluation. This is reportable because an ER visit that occurs within the provision of the provider's services or on their premises is reportable as a Level II Serious Incident.

Not Reportable: During a case management face-to-face visit, an individual complains of not feeling well. The CM attempts to assist the individual with scheduling a primary care visit. The individual later goes to the appointment and tests positive for COVID-19 and calls the CM with the information.

Reportable: During a case management face-to-face visit, the individual complains of not feeling well. Due to the seriousness of the reported symptoms, the case manager drives the individual to the emergency department. The individual tests positive for COVID-19 and is admitted to the hospital for treatment. This is reportable because an unplanned hospitalization that occurs within the provision of the provider's services (the CM brought the individual to the hospital) or on their premises is reportable as a Level II Serious Incident.

III. How to Report Cases of COVID-19 in CHRIS

- a. When submitting an incident report for an individual who has tested positive for COVID and also meets the criteria for Level II or Level III Serious Incident there are two checkboxes in the CHRIS report that **MUST** be checked. This allows DBHDS to improve the reliability of data by comparing the narrative with the data collection fields and facilitates the timely collection and aggregation of data.

Under "Illness and Condition" scroll down and select "COVID-19 Positive" (it is the 7th checkbox in the column).

Under the section that asks, "Did this case involve," scroll down and select "COVID-19 Positive" (it is the 3rd checkbox in the column). This box is also located on the "Death" screen of CHRIS. Please select this checkbox for all deaths that were a result of COVID-19.

If you have additional questions related to serious incident reporting, please contact the Office of Licensing's Serious Incident Management Unit at incident_management@dbhds.virginia.gov.

Sincerely,

Jae Benz

Jae Benz

Director, Office of Licensing

DBHDS