eRAF - Initiate a File

The goals of the risk management program are to identify areas of actual or potential risk, prevent, as much as possible, injuries to patients, visitors, and employees and prevent or limit financial loss to the Health System. To achieve risk management goals and create a culture of trust and safety awareness for patients, visitors and staff, ALL UHS employees need to be risk managers.

Please follow these steps to access RL Solutions.

**Accessing RL Solutions - Launch the Application**

1. For Desktop users, click on **Start**, hover over **All Programs**, hover over **RL Solutions**, then click **Risk and Patient Feedback**.
2. For Citrix users, click on **RL Solutions** folder, then click on **Risk and Patient Feedback**.

**Welcome to the RL Solutions log-in screen**

1. Enter your Windows login. (for example: ABC12345)
2. Enter the Windows Password.
3. Click Login.

**Note:** Call the Help Desk if you are experiencing difficulty logging in.
Welcome Message appears

A Welcome message appears. There are two choices from here:
1. Click Skip -- or --
2. Just wait a few seconds and the screen automatically changes.
Icon Wall - Overview

RL Solutions opens to the Icon Wall view. You can hover over each of the icons and the name of the form/event will appear on the bottom of the screen.

1. In the example above, the mouse is hovering over the Adverse Drug Reaction icon and the name appears at the bottom of the screen.
2. Additional icons are available to view, just click on the arrow to the right.
3. Click the down arrow to find a list of the same events as the icons.

Note: Press F11 on the keyboard to gain maximum real estate. Press F11 again to return to the original view.

Fall Event Example - Overview

When filling out the form:

1. Start from the top and begin entering the data; use the pick list/lookup or begin typing; fields containing green asterisks indicate a mandatory fields.
2. Use the scroll bar to scroll down and continue with the other sections or click on the links in the contents area.
3. The Status widget lists the number of fields; for this example, there are 45 fields to be completed, 18 fields are mandatory.
4. A timer automatically begins when the window opens and clocks the time it takes to enter the form/event.
5. Fill out the form with as much information as possible.

Things to remember:
- When entering time, enter time military time.
- An auto-logout reminder will appear after 10 minutes of inactivity.
Documenting the Details

As you are entering the details of the event, notice the Status and Timer widgets updating automatically. In this example, only 18 of 21 mandatory fields have been completed.

Example of Missing information; If I submit now, what happens?

Any information that is missing and is a mandatory field, generates a gray box; the gray box lists a message prompting you to enter the information.
All users have multiple options to end the documentation session:

1. If the file is incomplete and the user would like to return at a later time select **Save as Incomplete**.
2. If the same event occurs to multiple people, click **Submit & Copy**; the event will be copied and allows for the name to be changed/updated.
3. If the file is complete, click **Submit**.
4. The user can **Delete** the information entered. No information will be saved, the information is deleted.
Submitting the information

When you click Submit, the Submit File screen appears and lists your file number. Click OK.

Submit File

Thank you for taking the time to communicate this issue, Linda. Your submission helps us improve our organization's overall safety. For reference, your file number is 220.