



MEMORANDUM

DATE: July 23, 2015
TO: Health Care LA, IPA Providers
FROM: MedPOINT Compliance Department
SUBJECT: L.A. Care Critical Incident Awareness Training & Requirements –
RESPONSE REQUIRED

Identifying and Reporting Critical Incidents

Adults (age 21 or older) who may be vulnerable to abuse or neglect due to medical or mental health condition or disability, age and frailty, social isolation, and poverty should be monitored for the following reportable incidents of abuse or neglect (critical incidents):

- Abuse
- Neglect
- Exploitation
- Disappearance of a Member (Missing person)
- Death
- Serious, life threatening event requiring immediate emergency evaluation by a medical professional
- Seclusion and restraints
- Suicide attempt

Provider/Staff identifying the Critical Incident is required to report the incident immediately upon awareness to MedPOINT Management Quality Management department at 818-702-0100 x 275.

Please note there is an attestation required acknowledging you have received this Critical Incident Training and have instructed all staff. Please sign and return no later than Friday, July 31, 2015. You may fax to 818-702-1743 or scan and email to Compliance department at