

## PENDULUM ASSISTLINE

Will I get into trouble because of the information I wrote in the incident report?

How do I "self-disclose" when an error or omission has been determined?

Where can I get policies and procedures for falls, skin/wound, and elopement?

What should we consider when a resident or his representative makes a decision contrary to the treatment plan?

What type of documentation is needed to make us most defensible should a claim occur?

What should I consider in developing our marketing material to minimize the perception of providing a guarantee?

The Pendulum AssistLine® offers easy access to answers for questions like these and many more. Dialing the AssistLine phone number puts a facility within reach of feedback and referral sources on risk and defensibility issues.

Services provided through the AssistLine include:

- Guidance regarding adverse events management
- References to operational and clinical policies and procedures, regulatory issues, forms, and tracking tools
- Unlimited user access within a facility
- Access to an expert clinician through a phone answered from 9:00 a.m. to 4:00 p.m. MT every business day
- Access to the help line 24 hours a day, seven days a week through a voice mail system. (Calls after regular office hours will be returned the next business day)
- A designated email address to which questions can also be sent

These services provided by Pendulum and/or its subcontractors in no way indicate acceptance of any responsibility for actions or inactions by the facility that result in the potential for loss or an actual loss. Our recommendations are not intended to be legal advice. Instead, they are a matter of opinion by Pendulum staff and/or associates based on risk management strategies we have identified through national claims and litigation activities. Recommendations are presented to help a facility enhance its operational and clinical processes, prevent loss, and support defense efforts in the event of liability allegations.

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