

## Complete Incident Oversight

ionMy makes incident management simple, structured, and compliant. From first report to final resolution, every step is streamlined.

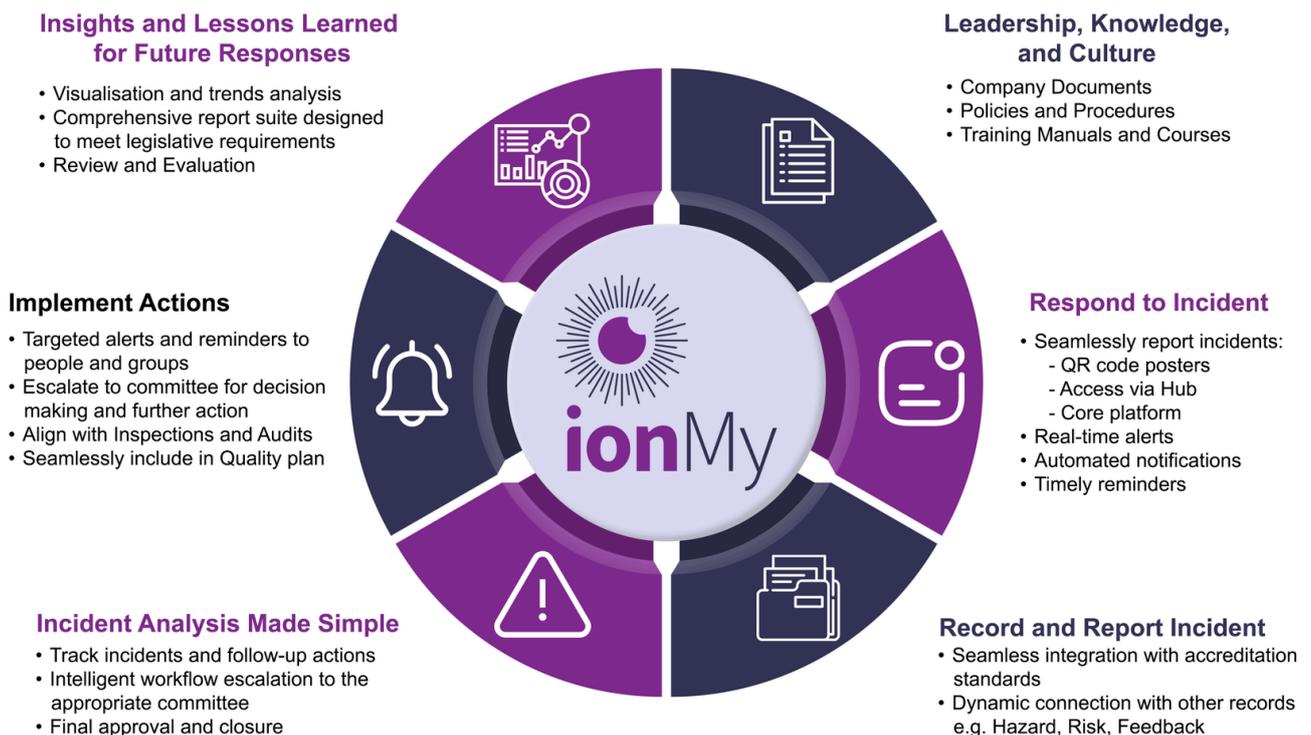
- Handle injuries, accidents, infections, risks, hazards, and complaints
- Log events instantly from desktop, tablet, or smartphone
- Configure forms and mandatory fields to match your policies
- Include attachments: photos, videos, or documents

✓ Initial reporting    ✓ Investigation    ✓ Actioning    ✓ Escalation    ✓ Resolution

ionMy ensures a structured and compliant approach to incident management.

### ionMy Incident Management Process

Outcomes-Focused, Open Disclosure, Accountable, Timely, Continuous Improvement



Powerful Algorithms Driven Automated Alerts and Reminders    Near Real Time Reporting    AI DataWatch Monitoring and Escalations

**Knowing what you do    Knowing what to do    Doing what you say    Saying what you know**

## Investigation, Actions, Alerts, & Escalations

-  Every incident gets the right attention at the right time.
-  Category trees drive workflows and notifications.
-  Record root cause, recommendations, and lessons learned.
-  Link incidents to hazards, risks, or Continuous Improvement Plans.
-  Assign and track investigation actions, notifications, and follow-ups.
-  Use automated alerts and reminders to ensure timely responses.
-  Escalate significant incidents (e.g., unexpected deaths, hospital admissions due to medication errors) based on pre-set business rules.
-  Escalate to committees for review when needed.
-  Configure statutory notifications (e.g., to relatives, police, or regulatory bodies) and log multiple notifications for full compliance.
-  Automated workflows route incidents, actions, and alerts based on your business rules.
-  Bidirectional communication technology enables email and SMS notifications, with responses automatically logged in ionMy.
-  Assign actions to individuals or teams, with full audit trails and accountability tracking.

<input type="checkbox"/>	Raised Date	Subject	Status	Who to Action	Followup Date
<input type="checkbox"/>	31/07/2025	RK - Submit Council Tender response, DRAFT due 11 June	IN PROGRESS	 Karno, Rano	30/09/2025
<input type="checkbox"/>	31/07/2025	AM - Number of questions	OPEN	 Monica, Agnes	29/08/2025
<input type="checkbox"/>	27/03/2025	CW - Draft for your review and mods - Attachment A Software Requirements excel	OVERDUE	 White, Cammy	27/05/2025
<input type="checkbox"/>	25/01/2025	SL - The offer due 11 June - PART E	COMPLETE	 Lee, Sarah	18/03/2025
<input type="checkbox"/>	29/05/2025	LK - The offer - financial and contract	COMPLETE	 Kennedy, Leon	31/07/2025
<input type="checkbox"/>	26/02/2025	MR - Closing time	DRAFT	 Renata, Maria	09/04/2025
<input type="checkbox"/>	28/04/2025	JR - IP clauses	ESCALATED	 Raynor, Jim	11/06/2025

## Flexible & Customisable Incident Reporting

-  Log incidents through Compliance Hub or directly within ionMy Core.
-  Compliance Hub allows full customisation—you define event types, fields, icons, and layout for an intuitive and efficient user experience.
-  Seamless integration ensures that all data captured remotely aligns with ionMy's core system for consistency and accuracy.

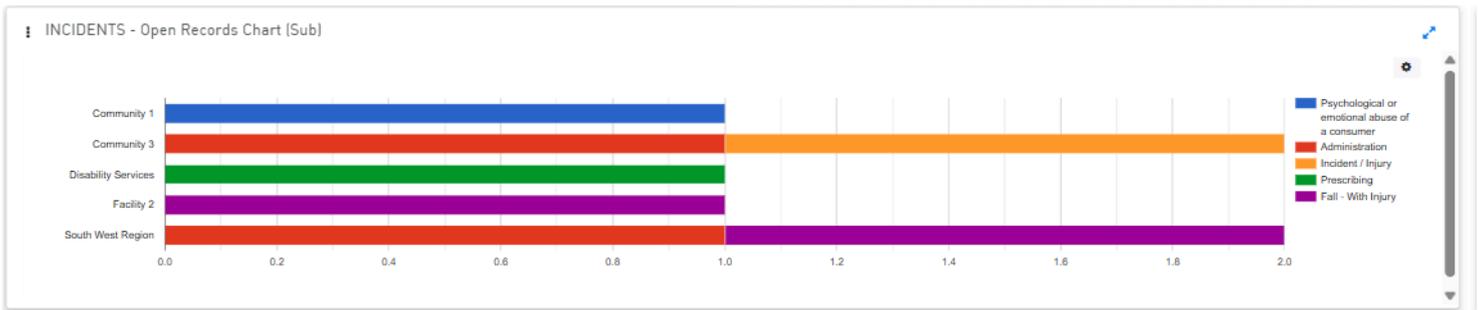
## Comprehensive Evidence Reporting & Compliance

-  Stay audit-ready with transparent reporting and records.
-  Generate real-time statistical and graphical reports. incidents, trends, and infections.
-  Access detailed evacuation lists, tracking residents' mobility needs, sight impairment, and other critical details.
-  Utilise print merge functionality to auto-generate essential forms, such as hospital transfer documents, incorporating key resident information.
-  Automated reports delivered to the right people at the right time.
-  Severity index and custom fields ensure sector compliance.
-  Evidence links directly into accreditation frameworks.

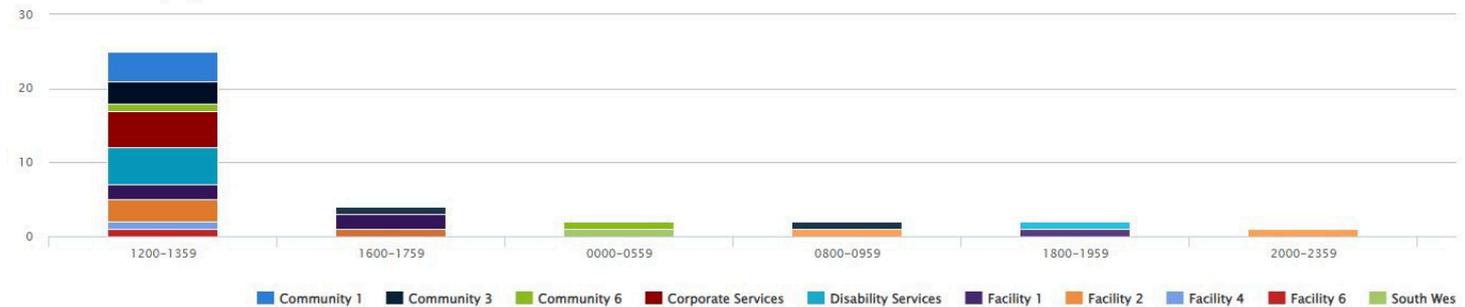
INCIDENTS - Open Records Summary (Sub)

Site / Service	Total
Community 1	1
Community 3	2
Disability Services	1
Facility 2	1
South West Region	2

Total Records: 6



Total Incidents By Type VS Time



Every incident becomes evidence. Every response drives improvement.

### Before ionMy: Fragmented & Risky

- Paper-based or spreadsheet tracking
- Missed escalations and late responses
- Inconsistent investigations
- Compliance gaps and stressful audits

### After ionMy: Structured & Compliant

- Instant digital reporting from any device
- Automated alerts and escalation
- Linked investigations, risks, and quality improvements
- Transparent, audit-ready dashboards

ionMy — Managing incidents with clarity and control.