# Resident’s REPORTING PROCESS

**Step 1:** follow your chain of command  
**Step 2:** follow appropriate section below

## Patient Issues

*I have concerns about patient safety or potential harm, or wish to report a medical error, near miss or unintended outcome:*

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Website</th>
<th>Intranet</th>
<th>Contact Information</th>
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</thead>
</table>
| BRMC:    | www.wellmont.org | www.wellmont.org | Patient/Employee Occurrence Report System  
Tina Hurd 423-844-3471 |
Deanna Mullins 423-224-6068 or Jill Penley 423-224-5612 |
| MSHA:    | www.mountaingeneral.org | Pulse/Intranet Page:  
http://pulse2013.msha-inc.com  
Rhonda Gentry 423-431-2594 |
| VAMC:    | VA Intranet site: MapIt Incident Report or complete VA Form 10-2633 or 926-1171-ext. 7306 or 7109 |

## Physician Wellness

*I have concerns about fatigue or work environment:*

- DIO’s Office.....423-439-8023

*I have a concern about my mental health:*

- Resident Assistance Program (RAP).....24 hrs a day  
Page: 423-854-0342  
Tennessee Medical Foundation 615-467-6411

*I have a concern about mistreatment or accommodations:*

- DIO’s Office.....423-439-8023

*I have a concern about workplace violence:*

- ETSU Safety Office...423-439-911  
- VA Police.....926-1171, ext. 2911

*I have a general suggestion or concern:*

- GME Office.....423-439-8023  
Dean....deanofmedicine@etsu.edu  
VA DEO....matthew.parks@va.gov

*I have contacted all other resources available at my institution and still have concerns:*

- ACGME Resident Services: residentservices@acgme.org

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