Extension Requests in Image

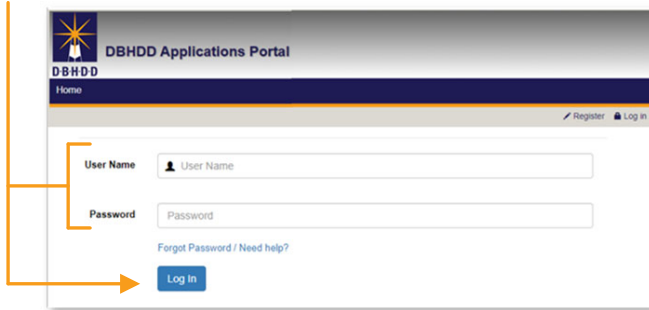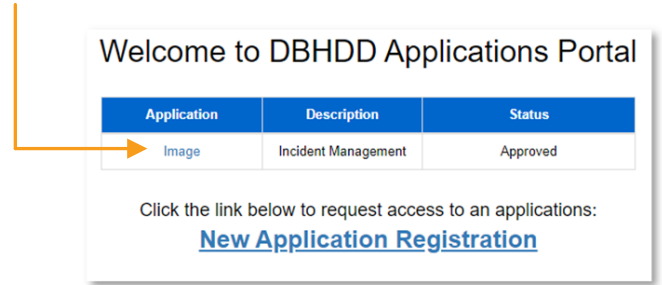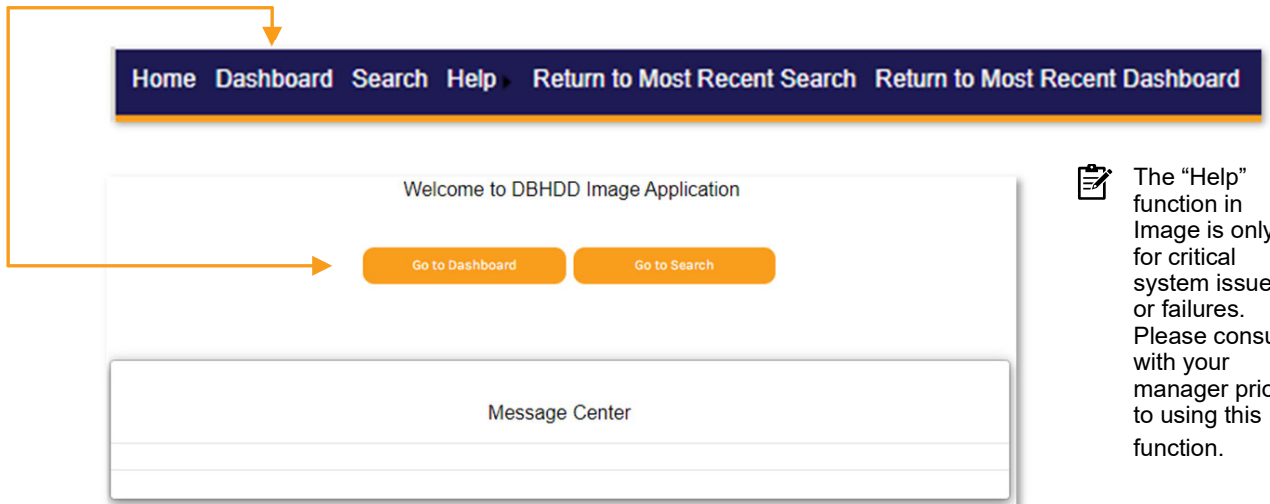**1** Visit the DBHDD Applications Portal, enter your User Name and Password, and select "Login"

2 Select "Image" to access the system

Welcome to DBHDD Applications Portal

Application	Description	Status
Image	Incident Management	Approved

Click the link below to request access to an applications:
New Application Registration
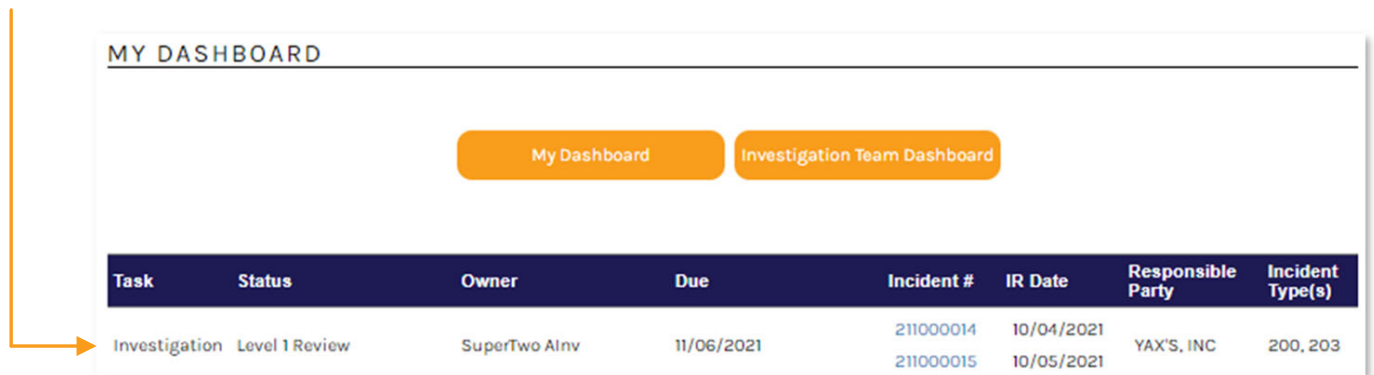
3 You'll be directed to the home page, where you can select "Dashboard" from the upper left menu or "Go to Dashboard" from the home page

Home   Dashboard   Search   Help ▶   Return to Most Recent Search   Return to Most Recent Dashboard

Welcome to DBHDD Image Application

Go to Dashboard   Go to Search

Message Center
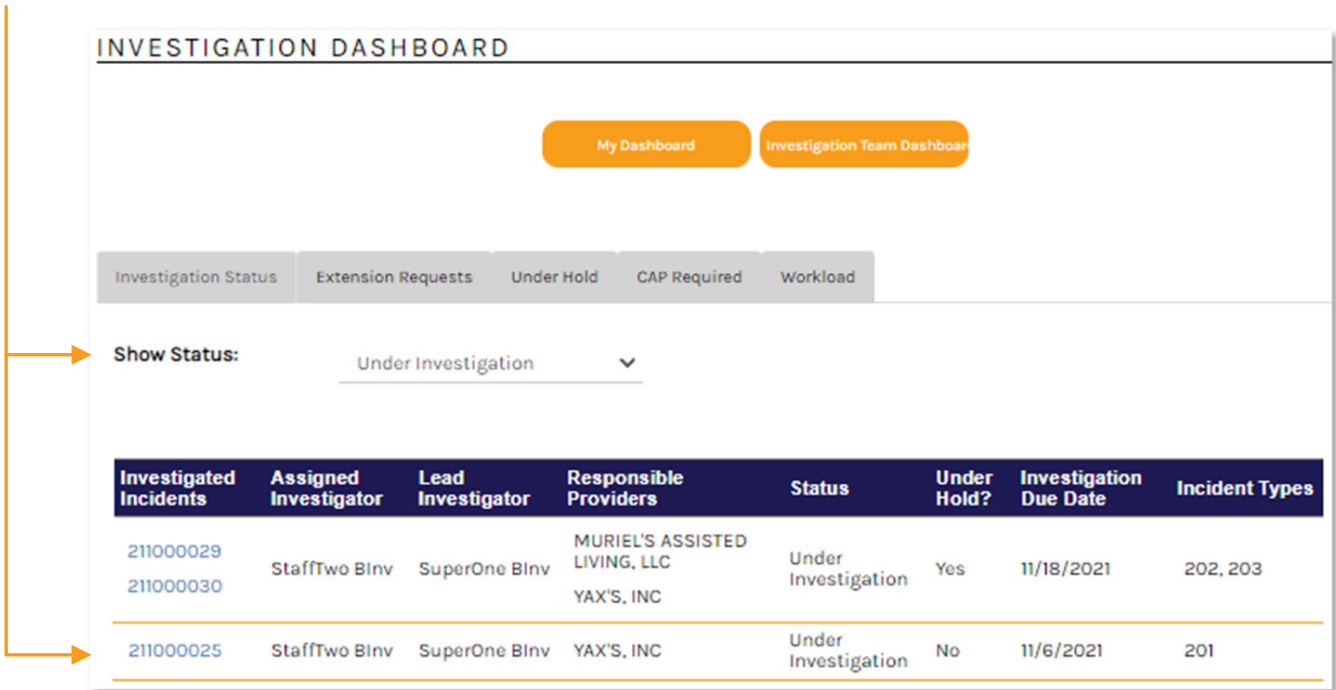
The "Help" function in Image is only for critical system issues or failures. Please consult with your manager prior to using this function.

4 You'll be directed to your own Dashboard, where you can select the investigation on which you want to place an Extension.

MY DASHBOARD

My Dashboard   Investigation Team Dashboard

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 1 Review	SuperTwo AInv	11/06/2021	211000014	10/04/2021	YAX'S, INC	200, 203
				211000015	10/05/2021		

5 You can also locate investigations through the Team Dashboard. Set the "Show Status" to any applicable investigation stage, and select the row for the desired investigation.
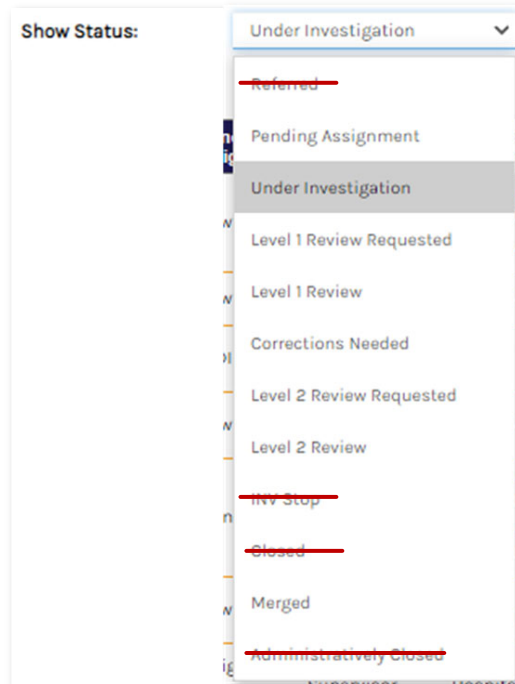
INVESTIGATION DASHBOARD

My Dashboard | Investigation Team Dashboard

Investigation Status | Extension Requests | Under Hold | CAP Required | Workload

Show Status: Under Investigation ⌄

Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000029 211000030	StaffTwo BInv	SuperOne BInv	MURIEL'S ASSISTED LIVING, LLC YAX'S, INC	Under Investigation	Yes	11/18/2021	202, 203
211000025	StaffTwo BInv	SuperOne BInv	YAX'S, INC	Under Investigation	No	11/6/2021	201

You **cannot** place an Extension on investigations in a status of:

- Referred
- INV Stop
- Closed
- Administratively Closed
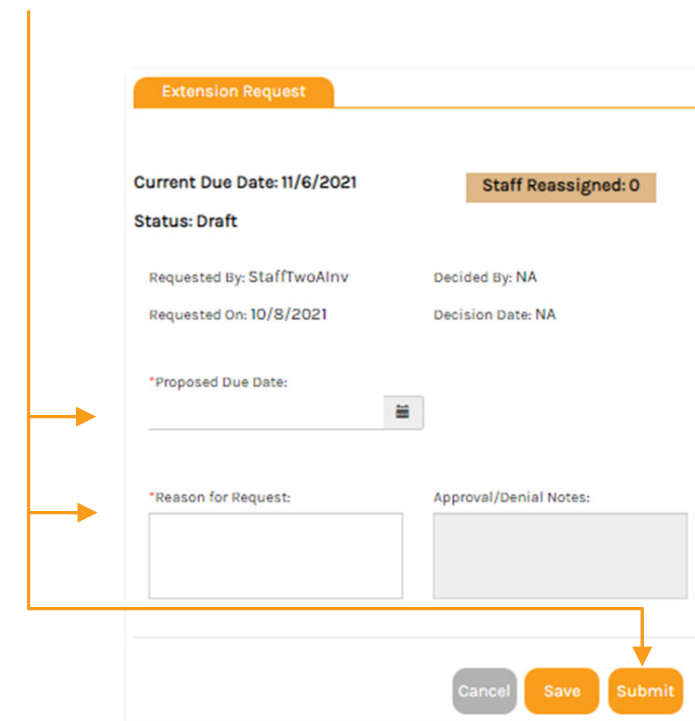- Reopened (into any investigation stage)

Show Status: Under Investigation ⌄

- ~~Referred~~
- Pending Assignment
- Under Investigation
- Level 1 Review Requested
- Level 1 Review
- Corrections Needed
- Level 2 Review Requested
- Level 2 Review
- ~~INV Stop~~
- ~~Closed~~
- Merged
- ~~Administratively Closed~~

6   On the investigation, navigate to the Extension Requests tab and click the "New Extension Request" button

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | **Extension Requests** | Holds | Incidents | Workflow |

New Extension Request

Current Investigation Due Date: 11/6/2021 (28)

Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
No Record Available					

7   Enter the new "Proposed Due Date" and the "Reason for Request," and click "Submit"

Extension Request

Current Due Date: 11/6/2021   **Staff Reassigned: 0**

Status: Draft

Requested By: StaffTwoAInv   Decided By: NA

Requested On: 10/8/2021   Decision Date: NA

*Proposed Due Date:

*Reason for Request: Approval/Denial Notes:

Cancel   Save   Submit

Use the calendar icon to quickly select dates

Selecting "Save" will create a draft request, but it must be submitted to be sent for review and approval

8   Your Extension Request now shows a Status of "Requested."

Note the "Current Investigation Due Date" did not change

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | **Extension Requests** | Holds | Incidents | Workflow |

New Extension Request

Current Investigation Due Date: 11/6/2021 (28)

Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
Requested	10/15/2021	StaffTwo AInv	Waiting for hospital records		

< Previous   1   / 1 Go   Next >

Extension Requests **must** be approved or denied by a different supervisor
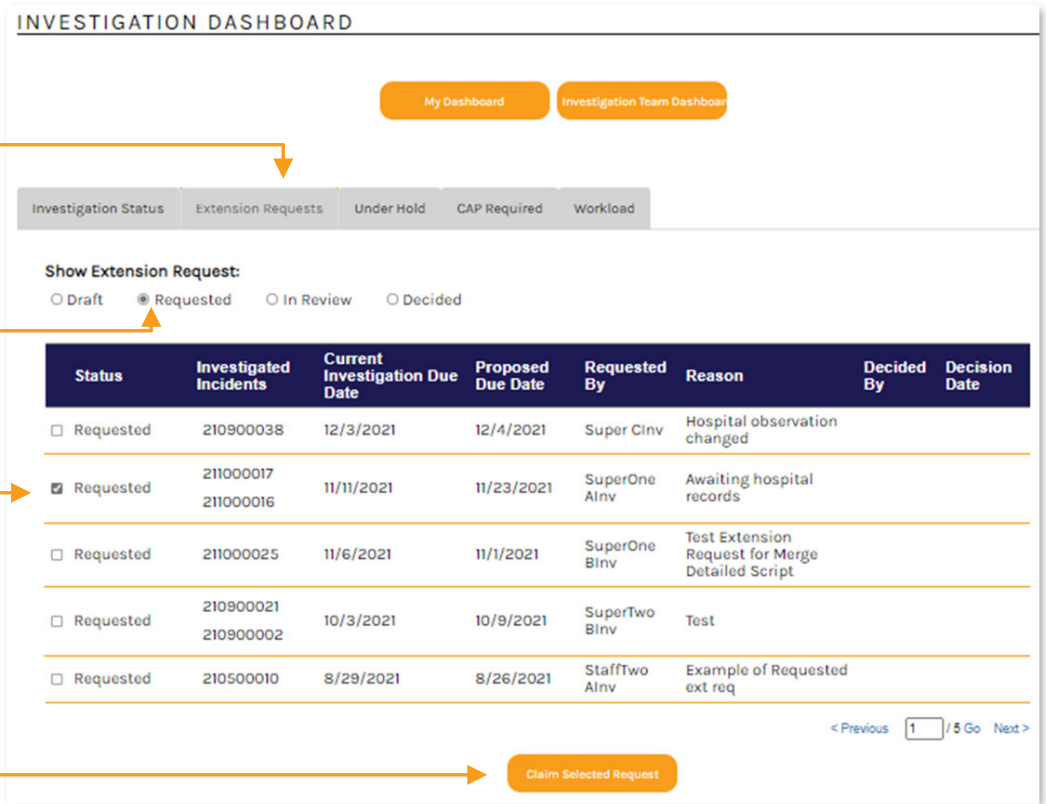
Extension Requests in Image *(cont)*

9 Through the Team Dashboard, you can claim an Extension Request that you did not submit

(a) Select the "Extension Request" tab

(b) Select status of "Requested"

(c) Select the request you want to claim

(d) Click "Claim Selected Request"

INVESTIGATION DASHBOARD

My Dashboard | Investigation Team Dashboar

Investigation Status | Extension Requests | Under Hold | CAP Required | Workload

Show Extension Request:

○ Draft   ● Requested   ○ In Review   ○ Decided

	Status	Investigated Incidents	Current Investigation Due Date	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
☐	Requested	210900038	12/3/2021	12/4/2021	Super CInv	Hospital observation changed		
☑	Requested	211000017 211000016	11/11/2021	11/23/2021	SuperOne AInv	Awaiting hospital records		
☐	Requested	211000025	11/6/2021	11/1/2021	SuperOne BInv	Test Extension Request for Merge Detailed Script		
☐	Requested	210900021 210900002	10/3/2021	10/9/2021	SuperTwo BInv	Test		
☐	Requested	210500010	8/29/2021	8/26/2021	StaffTwo AInv	Example of Requested ext req		

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Claim Selected Request

10 The request now appears on the Dashboard of the claiming supervisor with a Status of "In Review." Click the row to open the request.

MY DASHBOARD

My Dashboard | Investigation Team Dashboard

Please click on the column title to sort data.

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Extension Request	In Review	SuperTwo AInv		211000016 211000017	10/01/2021 10/02/2021	YAX'S, INC	200, 202, 203

Extension Requests in Image *(cont)*

11 Navigate to the Extension Request tab and click the row to open the request

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | **Extension Requests** | Holds | Incidents | Workflow |

New Extension Request

Current Investigation Due Date: 11/11/2021 (24)

Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
In Review	11/23/2021	SuperOne AInv	Awaiting hospital records	SuperTwo AInv	

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12 The Extension Request dialog box will open, where you can approve or deny the request

Extension Request

Current Due Date: 11/11/2021   **Staff Reassigned: 1**

Status: In Review

Requested By: SuperOne AInv   Decided By: SuperTwo AInv

Requested On: 10/17/2021   Decision Date: NA

*Proposed Due Date:
11/23/2021

*Reason for Request:
Awaiting hospital records

Approval/Denial Notes:
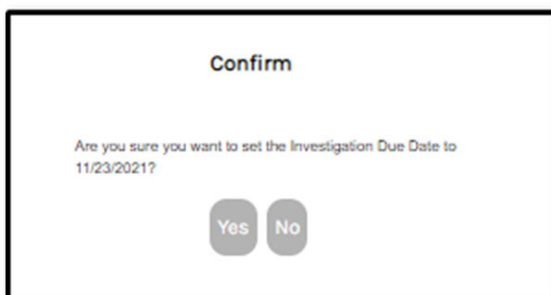
Cancel   Save   Approve   Deny
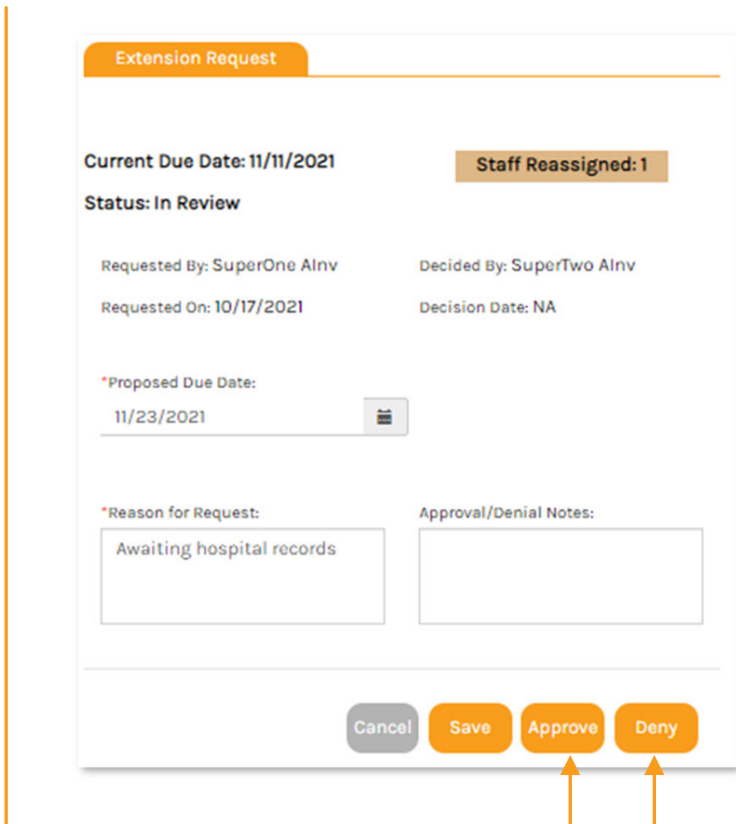
Once you approve or deny, the "Decision Date" will populate

You can add any notes for why you approved or denied a request

Selecting "Save" only retains any notes you may have added. You must "Approve" or "Deny" to complete the request.

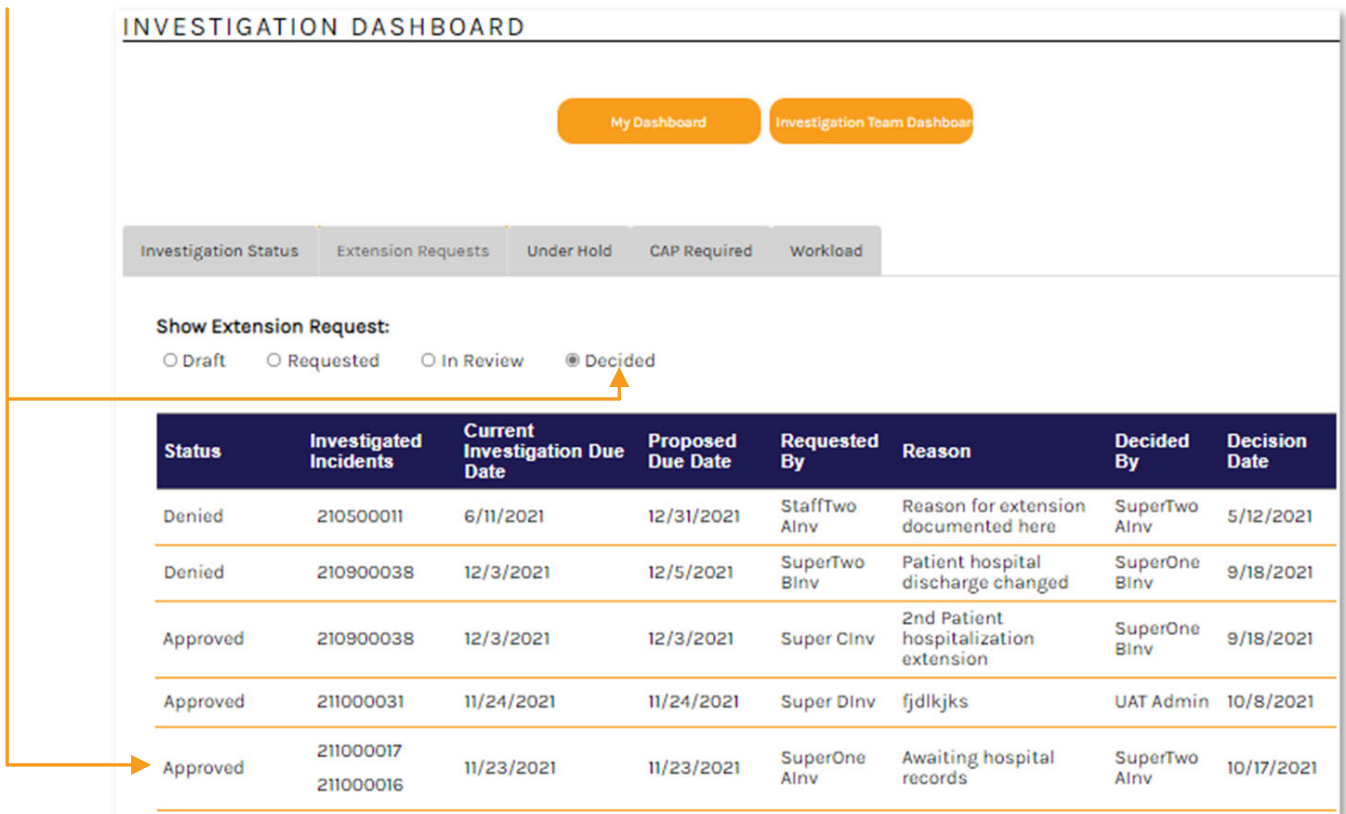**13** You'll be asked to confirm that you want to change the due date on the investigation

Confirm

Are you sure you want to set the Investigation Due Date to 11/23/2021?

Yes   No

Extension Requests in Image *(cont)*

14   The Extension Request now shows a Status of "Approved"

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | Extension Requests | Holds | Incidents | Workflow |

New Extension Request

Current Investigation Due Date: 11/23/2021 (36)

Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
Approved	11/23/2021	SuperOne AInv	Awaiting hospital records	SuperTwo AInv	10/17/2021

< Previous   1   / 1 Go   Next >

📝   Note that the "Current Investigation Due Date" has now change to the proposed date on the Extension Request

15   The request also appears on the Team Dashboard Extension Request tab under the "Show Extension Request" Status of "Decided"

INVESTIGATION DASHBOARD

My Dashboard   **Investigation Team Dashboard**

| Investigation Status | Extension Requests | Under Hold | CAP Required | Workload |

Show Extension Request:
○ Draft   ○ Requested   ○ In Review   ⦿ Decided

Status	Investigated Incidents	Current Investigation Due Date	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
Denied	210500011	6/11/2021	12/31/2021	StaffTwo AInv	Reason for extension documented here	SuperTwo AInv	5/12/2021
Denied	210900038	12/3/2021	12/5/2021	SuperTwo BInv	Patient hospital discharge changed	SuperOne BInv	9/18/2021
Approved	210900038	12/3/2021	12/3/2021	Super CInv	2nd Patient hospitalization extension	SuperOne BInv	9/18/2021
Approved	211000031	11/24/2021	11/24/2021	Super DInv	fjdlkjks	UAT Admin	10/8/2021
Approved	211000017 211000016	11/23/2021	11/23/2021	SuperOne AInv	Awaiting hospital records	SuperTwo AInv	10/17/2021