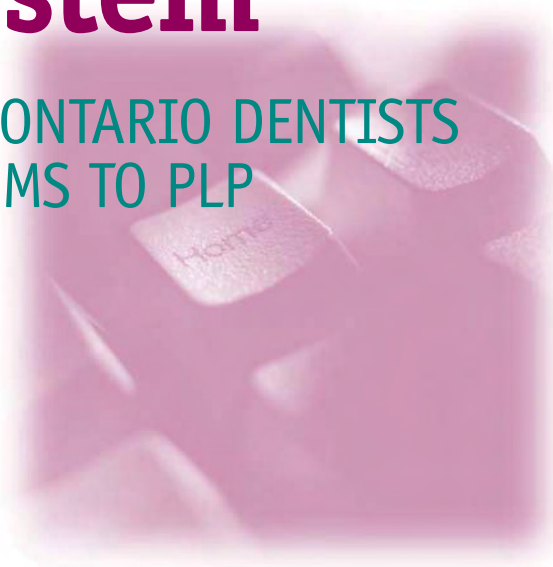


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# Online Incident Reporting System

NEW CONVENIENT WAY FOR ONTARIO DENTISTS TO REPORT INCIDENTS/CLAIMS TO PLP



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## *How do I access the new PLP Incident Reporting System?*

1. Go to the College's website at [www.rcdso.org](http://www.rcdso.org).
2. Click on the Member Resource Centre icon on the top right-hand side of the home page.
3. Enter your RCDSO registration number in the ID field and your personal password. You may have used this password to pay your College fees.
4. If you forget your password and have an e-mail address already on file with the College, simply click on the Forgot Password box and a new password will be e-mailed to you immediately.
5. If you don't remember your password and don't have an e-mail on file with the College, please contact Kim Vivash at [kvivash@rcdso.org](mailto:kvivash@rcdso.org) in our registration department to register your e-mail address.
6. Once this is done, you can then start at step #4 above.

## *What information or documents will I need to use in order report an incident or claim electronically?*

You will need to have the patient's chart available, as well as any correspondence from the patient or his or her lawyer or legal representative, plus any legal documents that may have been sent or given to you related to the incident. >>

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### ➤ *What happens next?*

The Incident Reporting System will take you through five separate sections of information about the incident you are reporting. Once you have completed all the sections, they are automatically sent to the Professional Liability Program area of the College for review. Then, a claims examiner will contact you during the next business day at the contact number you have provided to discuss the matter further.



### *What are the five different sections in the incident report?*

#### **1. PATIENT/CLAIMANT INFORMATION**

This is basics: name, date of birth, address and contact information of the patient.

#### **2. PATIENT REPRESENTATIVE**

Fill in this information for a minor patient, a patient without the capacity to deal with health-related issues him or herself, or a patient represented by a lawyer. If none of these apply, simply press the Not Applicable at the top of the page to proceed to the next screen.

#### **3. INCIDENT DETAILS**

From the list provided, select the reason that best describes why you are reporting the particular matter to PLP.

You also need to fill out the key dates regarding the claim: date of incident, date of last treatment, and date you were first aware of a potential claim.

And, finally, in the box on the bottom of this screen provide us with a brief description of the facts related to the claim.

#### **4. DENTIST DETAILS**

On this section of the form, you can indicate how you wish PLP to communicate with you on this matter. This is also your chance to give us any special instructions, such as the best time of day to call, or provide a contact number different from the one we have on file.

#### **5. CLAIM SUMMARY**

This section is simply a summary of all the information you have entered about the incident and gives you an opportunity to print a copy for your records.

If you notice any errors on the summary when you review it, you can use the links on the left side of the screen to go back to that section and make any required changes.

Remember to click the save button after you have made any changes on a screen.