

# Compliance Manager

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Compliance Solutions

Incident Two-way Communication/Messaging

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# Incident Two Way Communication



- **Messaging Feature:** Direct communication between reporters and compliance team members for clarifications and updates.
- **New Report Incident Button:** Quick and easy incident reporting directly from the workspace.
- **My Incidents View:** Combines reported and draft incidents under one list for better organization and tracking.
- **Incident Status Visibility:** Reporters can view the current status of their incidents for greater transparency.
- **New Reporter View:** Access individual reported incidents through a dedicated view.
- **File Attachment in Discussions:** Attach files in discussions to provide additional context for resolving incidents.
- **Messages Discussion Tab:** New tab for discussions related to reported incidents.

# Incident Two Way Communication FAQ



## **Who gets notified when a reporter messages about a reported incident?**

**A.** The user named as final approver.

## **What if there's no final approver assigned to the incident?**

**A.** The notification will be directed to the user named as Accountable in the permissions for the template used to report the incident. If no user is named as Accountable, the notification is directed to the first user assigned the Admin role

## **Does the reporter get an email when a message is directed to them?**

**A.** No. Reporters are alerted to new and pending messages in the Messages section of their Compliance Manager Workspace.

## **Can the messaging feature be used for incident submitted using the Public incident form?**

**A.** No. The reporter must be a Compliance Manager user in order to send and receive Discussion messages. The Compliance Manager public incident form allows the reporter to choose whether they want to be contact and how, e.g., email, phone.

## **Will I remain anonymous when using the messaging feature if I reported an issue anonymously?**

**A.** Yes. Communication from anonymous reporters will be labeled as from Anonymous in the incident discussion logs.

# Incident Two Way Communication

## Post Release Changes



### Changes Post Release

1. Incident details page Discussion tab will be disabled for Compliance Line Hotline incidents and Publicly reported incidents
2. New Discussion message related Email notification to privileged user to include “incident” ahead of incident number.
3. Privileged User Directed to Incident Details Discussion Tab – When accessing a Discussion message via email link or in-application Discussion message list, the user will be directed to the incident details Discussion tab.
4. Quick access to Discussion tab through Workspace Menu option

# Questions & Answers



# Reach Out To Us!



- Feel free to contact us.
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Thank you!