



URGENT

NOTIFICATION FOR PROVIDERS

ATTENTION PROVIDERS

IRIS SYSTEM UNAVAILABLE

Please note that DHHS and the Division of Information Technology staff will be updating the IRIS System. IRIS will be unavailable on Wednesday, November 6, from 8 a.m. to 1 p.m. During this time, all incident-related questions can be sent to IncidentReporting@TrilliumNC.org.

Since IRIS reports are due within 72 clock hours from the time that the provider learns of an incident, providers may obtain a hard copy of the report from the [IRIS website](#) before **Wednesday morning** or print forms from the [DHHS website](#).

Reports can be submitted to the TP (Host and Home) via their fax and to DMH/DD/SUS Customer Service and Community Rights Team via fax at 984-777-9264 within specified timeframes and procedures. Providers will still need to enter the report into IRIS once the system is available. Reports to be filed with DHSR Healthcare Personnel Registry should be faxed to HCPR within specified timeframes at 919-733-3207. Reports regarding Deaths (suicide, homicide/violence, accident, or restraint) in a licensed facility should be reported to the DHSR Complaint Intake Unit via fax at 919-715-7724.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please contact: IncidentReporting@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS



