



AssistLine™

Pendulum AssistLine™ provides facility management and staff a risk management resource that offers feedback and referral sources for information on risk and defensibility issues.

Services provided include guidance to facilities regarding adverse events management and addressing risk concerns. Services also include references to operational and clinical policy and procedures, regulatory issues, forms, and tracking tools.

Examples of some questions AssistLine can help you answer:

- How do I “self-disclose” when an error or omission has been determined?
- Who do I talk to about general and professional liability claims?
- How can I get information about OBRA survey issues and regulatory matters?
- Where can I get policies and procedures for falls, pressure sores, medication errors, resident abuse, and elopement?
- What is an adverse incident?
- What should we consider when a resident or the resident’s family decisions are contrary to the treatment plan?
- Will I get into trouble with the information I wrote in the incident report
- Does only the nursing staff need training in and orientation to a risk management program?

The AssistLine phone is answered 9:00 a.m. to 4:00 p.m. MST but is available 24 hours a day, seven days a week via a voice mail system. Calls after regular office hours will be returned the next day. AssistLine may also be accessed through a designated email address.

These services provided by Pendulum and/or its subcontractors in no way indicate acceptance of any responsibility for actions or inactions by the facility that result in the potential for loss or an actual loss. Our recommendations are not intended to be legal advice. Instead, they are a matter of opinion by Pendulum staff and/or associates based on risk management strategies we have identified through national claims and litigation activities. Recommendations are presented to help a facility enhance its operational and clinical processes, prevent loss, and support defense efforts in the event of liability allegations.

Pendulum AssistLine™ Pricing

Annual Subscription

\$150.00

Features

- Unlimited user access within a facility
- AssistLine phone answered every business day
- Questions may also be emailed to AssistLine clinician
- Provides assistance with risk concerns and references to policy and procedures, regulatory issues, forms, and tracking tools

For more information about AssistLine, please call or email us.

888/815-8250

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