

MercyOne Dubuque/Dyersville Medical Center-Patient Incident Reporting System (VOICE)

Reporting Patient Safety Events or Near Misses – To enhance patient safety, MercyOne Dubuque/Dyersville Medical Center encourages the reporting of all types of errors, including near misses (close calls or good catches that are patient safety events that did not reach the patient, but could have) and actual occurrences/incidences involving a MercyOne patient in the VOICE incident reporting system. Medical and Allied Health staff may enter a **near-miss, actual event or patient complaint** directly into VOICE as shown below or may ask any MercyOne colleague to enter the details of the **near-miss, actual event or patient complaint** into VOICE on their behalf.

You may access Voice from the MercyOne Physician Portal or from any MercyOne computer.

On MercyOne computers :



On the MercyOne Physician Portal:

A screenshot of the MercyOne Physician Portal. The page header includes the Mercy Medical Center logo and navigation links. The main content area is titled 'Physician Portal' and contains a grid of application icons. The 'VOICE' icon is circled in red. Other icons include Cerner PowerChart - MMC, PACS Cardiology, CHE Trinity Health Citrix Access, Radiology PACS Lite, Mercy Dubuque Website, Powerscribe, Dubuque Surginet, Outlook Web, Dubuque Firstnet, Cross-Domain PowerChart, Health eLibrary, Dyersville Firstnet, and Cerner AppBar. A red arrow points to the 'Password Self Service' link in the 'Helpful Links' section.

If your password has expired or you cannot access an application with your log in, please remember to log in to Password Self Service.

You may sign in to VOICE with your MercyOne user name and password, or you can choose "anonymous".

