Online Foodborne Illness Complaint System Guide

Overview:

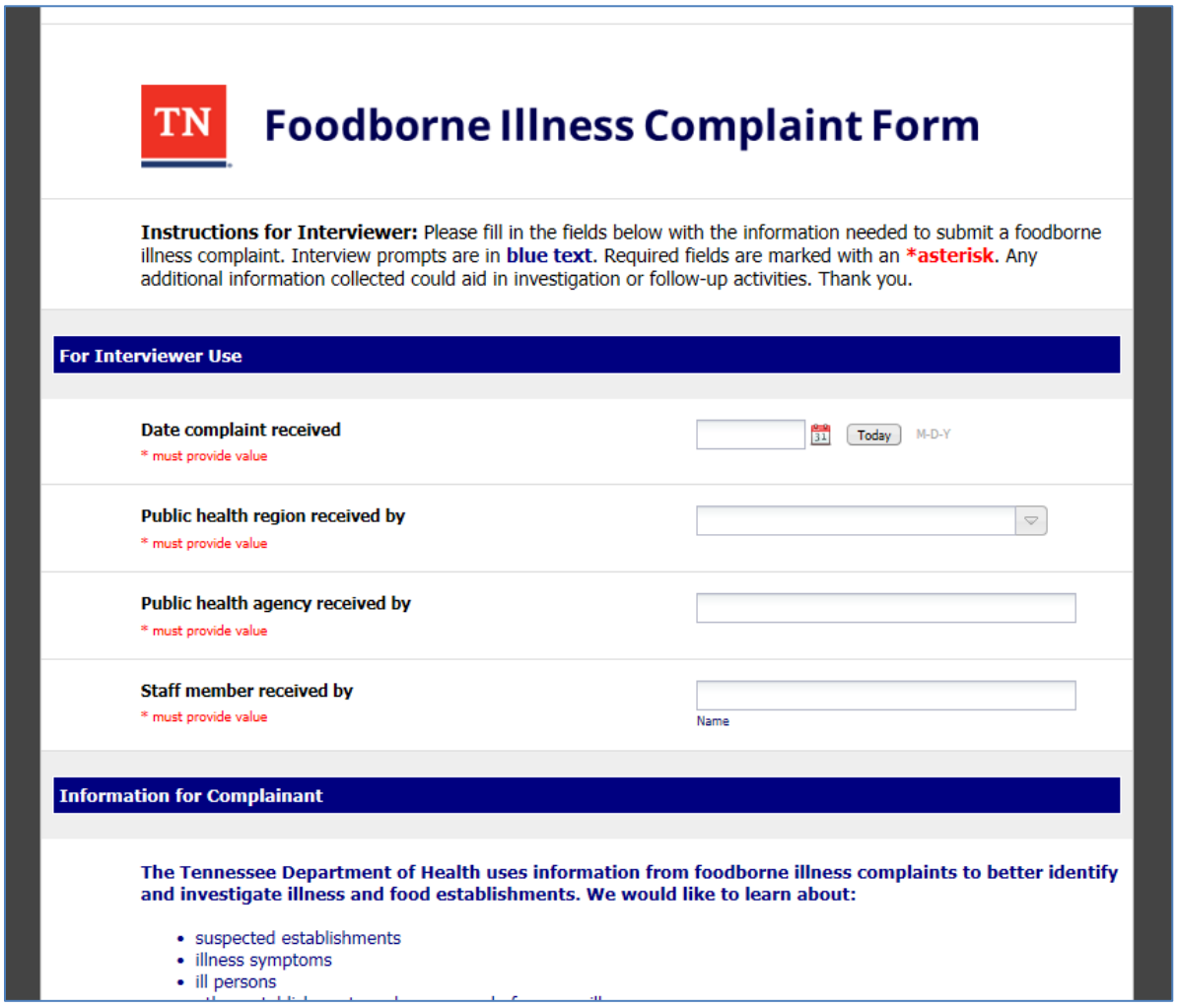
The Online Foodborne Illness Complaint System is an electronic database of complaints submitted through a standardized form online. Staff members taking complaint calls fill out the online form via a web link in real time. Any staff member with the link can fill out the online form. To complete the environmental follow-up questions and view lists of foodborne illness complaints, those with access can log in to the full database that houses all complaints.

Filling out the Foodborne Illness Complaint Form:

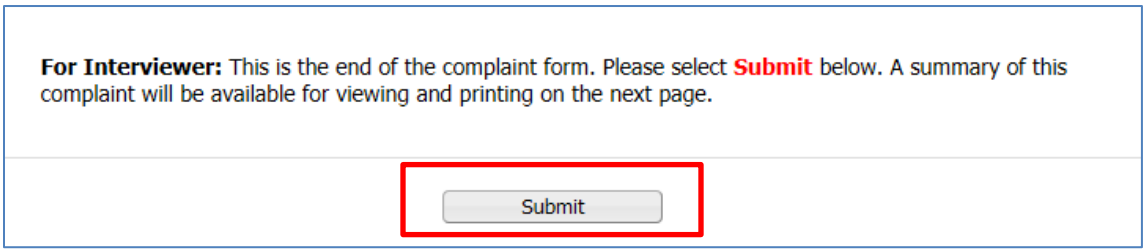
1. When receiving a foodborne illness complaint call, fill out the online **Foodborne Illness Complaint Form**. This link can be shared with anyone who receives complaint calls:

https://is.gd/TDHFoodborneComplaint

If the link above is not working, copy and paste the complete link into your browser:
https://redcap.health.tn.gov/redcap/surveys/?s=PFMHN4RYLN



2. After completing the online form, select "**Submit**". A summary page for viewing and printing will be available after submitting.



3. A summary page will appear. To print a copy press **CTRL** and **P**.

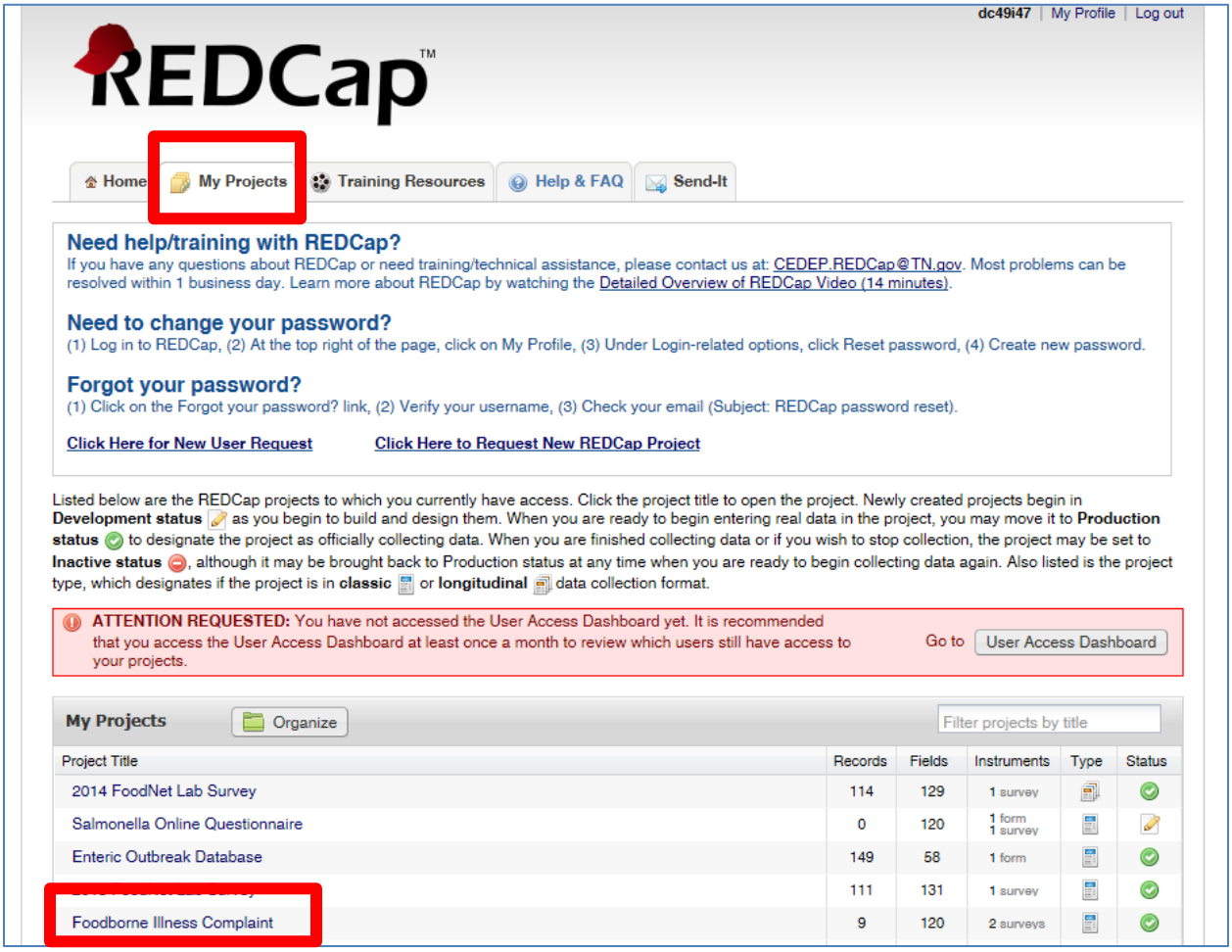
4. All complaints are automatically saved in the Foodborne Illness Complaint database. The online database is housed in a web application called REDCap. For those with REDCap access, full complaint details and follow-up environmental health questions can be accessed by logging in to the database (see instructions on next page).

Accessing the Foodborne Illness Complaint Database:

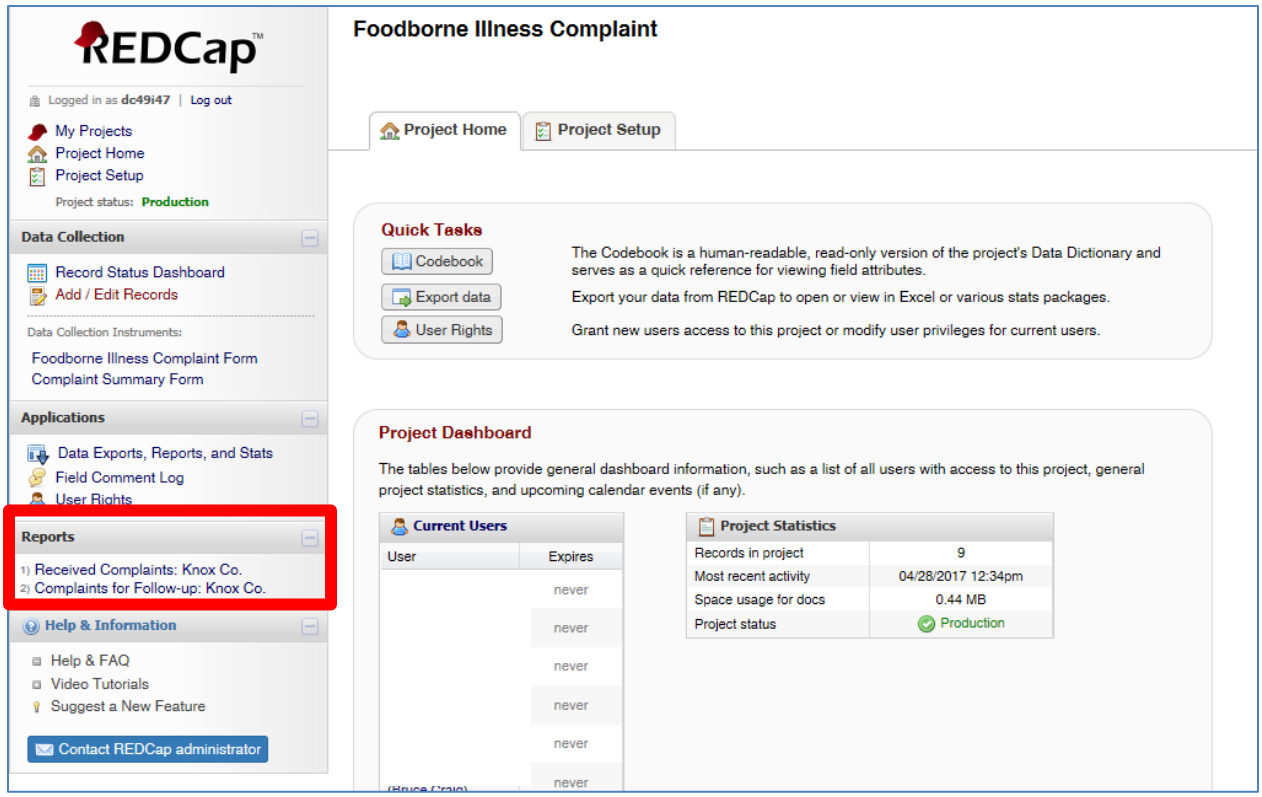
1. To access the database, log in using your REDCap username and password: https://redcap.health.tn.gov/redcap/index.php

2. Under the "**My Projects**" tab you will see a list of projects you have access to (see below).

3. Open the **Foodborne Illness Complaint** Project (see below).



4. In the **Foodborne Illness Complaint** Project, you can view a list of all the complaint calls received and all complaints needing follow-up in your region under the "**Reports**" section.



5. To view summary lists of complaints:

Selecting "**Received Complaints**" displays a summary list of all complaint calls **received** by your region.

Received Complaints: Your Region

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)
7	03-01-2017	Nashville - Davidson County (NDR) (NDR)		Establishment 1	Davidson (Davidson)	03-24-2017 18:24	03-25-2017 03:00
5	02-22-2017	Nashville - Davidson County (NDR) (NDR)		Establishment 2	Davidson (Davidson)	02-18-2017 17:15	02-18-2017 20:15
4	02-17-2017	Nashville - Davidson County (NDR) (NDR)		Establishment 3	Davidson (Davidson)	02-14-2017 15:40	02-14-2017 18:00

Selecting "**Complaints for Follow-Up**" displays a summary list of complaints **needing follow-up** in your region.
(This list will include complaints received by your region and any complaints received by another region that implicate an establishment in your region).

Complaints for Follow-up: Your Region

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment Street Address (or cross-street) (estab_address)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)	Incubation time (hours) auto-calculation (incubation_hrs)	Date of environmental health investigation (invest_date)	Is this complaint linked to any other complaints? (linked_reports)	Linked ID Calc 1 (link_id1_calc)
7	03-01-2017	Nashville - Davidson County (NDR) (NDR)		Establishment 1	123 Main Street	Davidson (Davidson)	03-24-2017 18:24	03-25-2017 03:00	8.6			
6	02-28-2017			Establishment 2	4 Main St.	Davidson (Davidson)	02-25-2017 15:01	02-26-2017 02:01	11			
5	02-22-2017	Nashville - Davidson County (NDR) (NDR)		Establishment 3	56 Main Street	Davidson (Davidson)	02-18-2017 17:15	02-18-2017 20:15	3			

6. To view or edit an individual complaint, click the REDCap ID number in the far left column.

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)
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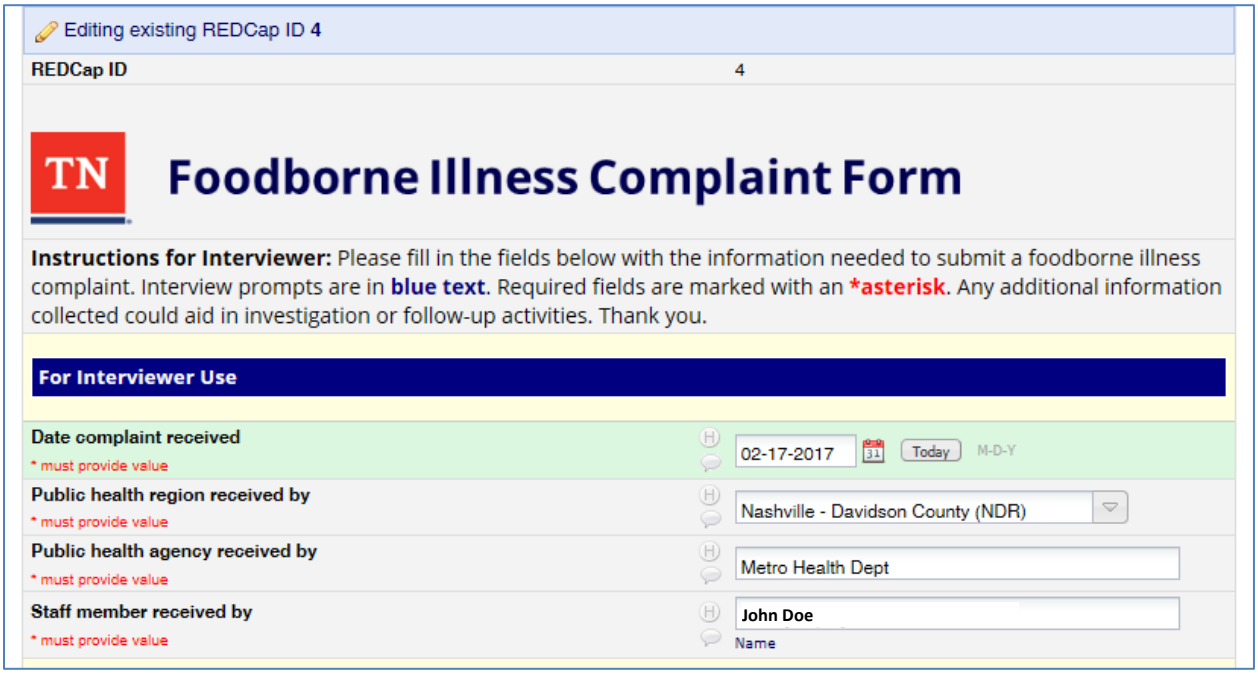
The complaint form for this record will open:



There are additional fields at the bottom of this form related to environmentalist follow-up activities (see next page for additional details):

The environmental health section includes:

- Auto-calculated incubation time between the suspect meal and illness onset
- Date of environmental health investigation/inspection
- The option to upload an investigation report
- The option to transfer a complaint to another region if the suspect establishment is located in a different region

7. Remember to save any changes made to a record by clicking "**Save Record**" at the bottom of the open complaint.