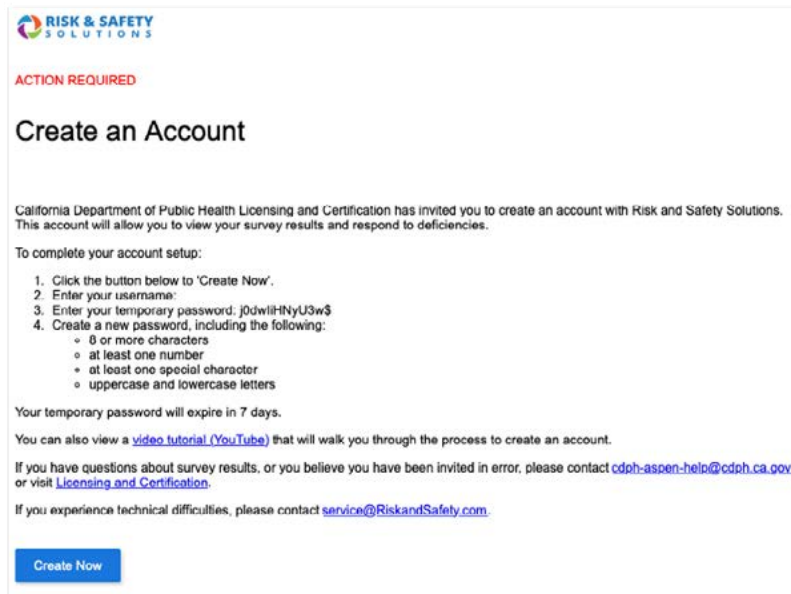


CDPH Responsible Person

Create an Account

- You will need to create an account in order to access RSS
- Select the **Create Now** feature on the “CDPH has invited you to create an account” email you received



RISK & SAFETY SOLUTIONS

ACTION REQUIRED

Create an Account

California Department of Public Health Licensing and Certification has invited you to create an account with Risk and Safety Solutions. This account will allow you to view your survey results and respond to deficiencies.

To complete your account setup:

1. Click the button below to 'Create Now'.
2. Enter your username:
3. Enter your temporary password: j0dwlHnyU3w\$
4. Create a new password, including the following:
 - 8 or more characters
 - at least one number
 - at least one special character
 - uppercase and lowercase letters

Your temporary password will expire in 7 days.


You can also view a [video tutorial \(YouTube\)](#) that will walk you through the process to create an account.

If you have questions about survey results, or you believe you have been invited in error, please contact cdph-aspen-help@cdph.ca.gov or visit [Licensing and Certification](#).

If you experience technical difficulties, please contact service@RiskandSafety.com.

Create Now

- Create your own unique password



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Change your password

New Password*

Confirm New Password*

CHANGE PASSWORD

Need Help?
CONTACT OUR SERVICE DESK

- Once you have created your unique password you will be automatically logged into RSS
- If someone else at your facility needs to have access to the surveys, please contact your CDPH District Office to have a “Create Account” invitation sent directly to them

Locate the Investigation or Survey from CDPH

- Login to <https://hc.riskandsafety.com/> using your credentials
- Select the link to the report in the notification you received
or
- Select the report from the **Action Items** section on the Platform Homepage

No Deficiency - Return Signed CMS 2567

- *Please note that all Plans of Correction (POC) for investigations and surveys done in RSS should be submitted to CDPH electronically through RSS, rather than through the APC system*
- The **People** tab “Responsible People” section provides the list of persons at the facility who have access to the investigation and can submit the signed CMS 2567
- Select the **Details** tab to review the cover letter and download a copy of the CMS 2567, which you will need to sign and upload in the next step. This will send the signed CMS 2567 back to CDPH electronically, without the need to mail or email it.
- The **Incidents** tab will contain a single question titled “Survey Records”
 - Select the “Survey Records” question
 - Select the blue **Resolve** button
 - Select the paper clip icon to attach the signed copy of the CMS 2567
 - Select **Save**
- This process electronically sends the signed CMS 2567 to CDPH through RSS instantly.

Provide a Plan of Correction for Findings

- *Please note that all Plans of Correction (PoC) for investigations and surveys done in RSS should be submitted to CDPH electronically through RSS, rather than through the APC system*
- Select the **Details** tab to review the cover letter and download a copy of the CMS 2567, which you will need to sign and upload in the next step. This will send the signed CMS 2567 back to CDPH electronically, without the need to mail or email it.
- The **People** tab “Responsible People” section provides the list of persons at the facility who have access to the investigation and can submit Plans of Correction for deficiencies

- The **Incidents** tab lists deficiencies identified that require the submission of a Plan of Correction
- To enter a Plan of Correction:
 - Select the deficiency
 - Select the blue **Resolve** button
 - Select the paper clip icon to attach the signed copy of the 2567 with Plan of Correction
 - In addition, copy and paste the Plan of Correction into the text field. Please enter the Plan of Correction in the “Comments” field only if it is ready to be sent, not a draft in progress, as clicking “Save” will send the Plan of Correction to CDPH
 - Select **Save**
 - If there are multiple deficiencies, repeat the steps above for each deficiency
 - This process electronically sends the PoC(s) to CDPH through RSS instantly

CDPH Review of Plans of Correction

- If CDPH accepts all POCs for the investigation, facility staff listed on the **People** tab in the “Responsible People” section will receive a notification indicating the investigation is complete
- If CDPH does not accept the POC for any deficiencies listed, facility staff listed on the **People** tab in the “Responsible People” section will receive a notification with further instructions for resubmitting the POC
- To enter a revised Plan of Correction:
 - Select the link in the notification to open the report
 - Select the **Incidents** tab
 - Select the deficiency
 - Select the blue **Resolve** button
 - Enter the revised Plan of Correction
 - Select **Save**
- If there are multiple deficiencies that require submission of a revised POC, repeat the steps above for each deficiency
 - This process sends the POC(s) to CDPH via RSS instantly
- If no deficiencies were found, you must still submit a signed 2567 within 10 days. This can be done in the **Incidents** tab following the instructions above.

To view a video with these instructions please go to [RSS Inspect Instructional Video](#).