How to respond to a Category/Inspection Items

You have received an email from rmslosscontrol@memun.org, which is titled: “Report for (member name) – (type of survey) (date of visit)”

The email provides a link which allows you to update the status of category/inspection items. The procedure is as follows:

To respond to the items: “Click here to respond to action items below”.

The Corrective Action Tracking Item will open with the details of the Identified Hazard and the category/inspection items.

You can respond to each category/inspection items by clicking on “Update”.

Please note: Issue(s) were identified during the above referenced inspection that require ‘Corrective Action’. Please click the link below to document action taken or planned.
Please note the Severity Rating of the Category/Inspection Item.

A Severity Rating of **Critical** should be reviewed and responded to immediately.

A Severity Rating of **Serious** should be reviewed and responded to within 30 days of receiving the report.

The Corrective Action Entry area is where you update the status of the category/inspection items.

Click “Taken/Complete” if the category/inspection item has been corrected or click “Requested/Planned” if additional time is needed to address the category/inspection item. Provide a description of the action taken or proposed resolution in the text box.

Enter your name in the “Updated By:" box.

Whenever possible, please upload a photo of the correction action.

The “Email this update” box should **ONLY** be checked if responding to a **Critical** or **Serious** category/inspection item.

When complete, click “Submit Updates” repeat steps until all remaining category/inspection items have been addressed.

After clicking “Submit Updates” you will be brought back to the Corrective Action Entry page. You will see the category/inspection items status will be updated from open to closed or pending.

If a category/inspection item needs to be updated again, click “Update”, and repeat steps.

Prior responses to category/inspection items from other visits are seen at the bottom of the page under the “Previous Actions” area.

**Important**
If no updates are made within 30 days, you will receive the “Corrective Action Needed – (type of survey)” reminder email. This should prompt you to update any category/inspection items that have yet to be closed out. You will continue to get reminders every 30 days until the item is marked closed.

If you have any questions on how to update the Corrective Action Entry page, please contact your Loss Control Consultant.