

# Incident Reports: Office of Recipient Rights Manual

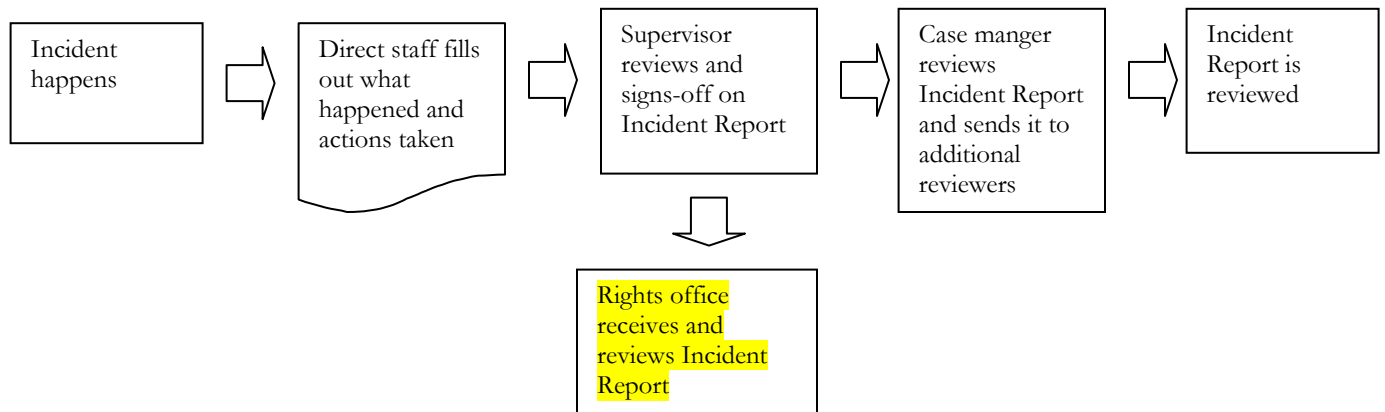
Reviewing Incident Reports .....	2
Historical Incident Reports .....	8

## Reviewing Incident Reports

### *How to View, Review, Clarify, Print, Fax, and Re-Open Incident Reports*

If someone sent you an Incident Report to review, use this part of Encompass to review it. You will be notified by e-mail that an Incident Report has been sent to you for review.

### *Overall IR Process (Highlighted areas are covered in this document)*



### *To View Incident Reports:*

Incident Reports can only be viewed after it's been reviewed. If you want instructions on how to review an Incident Report, see "To Review Incident Reports" on **page 3**.

1. Click on the [Peer Review Documents](#) link in the Main Menu.



2. Click on [ORR Review Incident Reports](#) link to the right of the Main Menu.



3. Search for Incident Reports by entering any of the following and clicking **SEARCH**:
  - a) Provider
  - b) Consumer
  - c) Incident Number
  - d) Incident Date
  - e) Incident Code

- f) Potential Severity
- g) Only show unreviewed IRs

To make the search results easier to navigate you can sort them. Use the drop-down menus in the “Sort By” field to select the primary criteria you want the Incident Reports to be displayed by and whether you want the results to be in ascending or descending order. Use the “Then By” fields to sort the results further.

**Sorting**

Sort By: Date/Time Desc

Then By: IR Code Desc

Then By: \*Select one Asc

Then By: \*Select one Asc

4. Click on the [View](#) link to the right of the record you want to view.

<b>NUMBER</b> 707 <b>DATE</b> 07/01/2007 <b>TIME</b> 10:15 PM <b>STATUS</b> Closed	John Doe	Synod Residential Services-Saxon	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Print IR</a> <a href="#">Fax IR</a> <a href="#">Re-Open IR</a>
<b>IR CODE(S)</b> 10 - Medication Incidents (What): 1001 - Missed Meds				

**To Review Incident Reports:**

1. Follow steps 1-3 under “To View Incident Reports” on **page 2**.
2. Click on the [Review](#) link to the right of the record that needs to be reviewed.

<b>NUMBER</b> 561 <b>DATE</b> 06/05/2007 <b>TIME</b> 10:45 PM <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe	Renaissance House Inc. - Renaissance House	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> Yes	<a href="#">Review</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 02 - Behavioral Incidents: 0201 - Verbal aggression to other 02 - Behavioral Incidents: 0211 - Other				

On the review screen, all Incident Report details should be visible. Most fields are locked except for the ones described below.

3. If necessary, use the **lookup** button to make changes to the “Incident Reporting Code(s)” on the Incident Report.
4. If necessary, the Incident Report’s severity can be changed under the “Severity” field.

5. If you would like another person to review the incident, click the [Add new Line](#) link under the “Additional Reviewers” field. Then use the **lookup** button to select the reviewer you need to add. You can add up to fifteen reviewers.
6. If you set preferences for “Common Reviewers” you can click the **Add Common Reviewers** button to add the reviewers you selected in your preferences.

Additional Reviewers			
Reviewer	Notified Date	First Review Date	Last Review Date
Kaylyn Krzyske	08/06/2007		
Jackie Sproat BS, LLPC			

[Add new Line](#)

[Add Common Reviewers](#)

*Note: Arrows in the original image point from the 'Add Common Reviewers' button to the 'lookup' button and from the 'Add new Line' link to the 'Add Common Reviewers' button.*

7. Click **SAVE** to save the form. Note that clicking this button does the following:
  - a. Records your signature, which says you have reviewed this incident and you are taking any necessary steps to follow-up.
  - b. Saves any changes you made to the “Incident Reporting Code(s)” field.
  - c. Sends an e-mail to any reviewers that were added to the form, asking them to review the Incident Details in Encompass.
8. To cancel the changes, click **CANCEL**.

**To Clarify Incident Reports:**

The [Clarification](#) link is used to enter information that will clarify an incident. Don't use this link for anything else. Any Incident Report follow-ups should be added as a Progress Note—not as a clarification.

1. Follow steps 1-3 under “To View Incident Reports” on **page 2**.
2. Click on the [Clarification](#) link to the right of the record that needs clarifying.

<b>NUMBER</b> 561	John Doe	Renaissance House Inc. - Renaissance House	<b>INCLUDE IN REPORTING</b> Yes	<a href="#">Review</a>
<b>DATE</b> 06/05/2007			<b>RIGHTS REVIEWED</b> Yes	<a href="#">Clarification</a>
<b>TIME</b> 10:45 PM				<a href="#">Print IR</a>
<b>STATUS</b> Sent to CMHSP - Waiting for Review				<a href="#">Fax IR</a>
<b>IR CODE(S)</b> 02 - Behavioral Incidents: 0201 - Verbal aggression to other 02 - Behavioral Incidents: 0211 - Other				


*Note: An arrow in the original image points from the 'Clarification' link to the 'Review' link.*

3. Click on the [Add Clarification](#) link on the top of chart in the Incident Report Clarification List.

1 Clarification(s)		
Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a>
<b>STAFF</b> Kaylyn Krzyske		

*Note: An arrow in the original image points from the 'Add Clarification' link to the 'Add Clarification' link in the table.*

4. Fill in the following information:

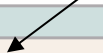
Field/Section:	Instructions:
<b>Date</b>	Enter the date the clarification was added. Use the  icon to select the date or click the <a href="#">Use Current Date</a> link to enter today's date.
<b>Staff</b>	Your name will pre-fill. Use the <b>lookup</b> button to change the name, if needed.
<b>Comment</b>	Enter any comments needed to clarify the Incident Report. For example, "Incident Report did not mention the type of missed medication. Called home manager, and she said the missed medication was Haldol."
<b>✓ Spell Check</b>	Click this button to check your spelling.

5. Click **SAVE** to save the clarification. Click **CANCEL** to cancel it.

To **View** a Clarification:

1. Follow steps 1-2 under "To Clarify Incident Reports" on **page 4**.
2. Click on the [View](#) link to the right of the clarification you want to view.

**1 Clarification(s)**


Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007 <b>STAFF</b> Kaylyn Krzyske	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a> 

To **Change** a Clarification:

Only administrators can change clarifications, so not everyone will have access to this link.

1. Follow steps 1-2 under "To Clarify Incident Reports" on **page 4**.
2. Click on the [Change](#) link to the right of the clarification that needs changing.

**1 Clarification(s)**

Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007 <b>STAFF</b> Kaylyn Krzyske	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a> 

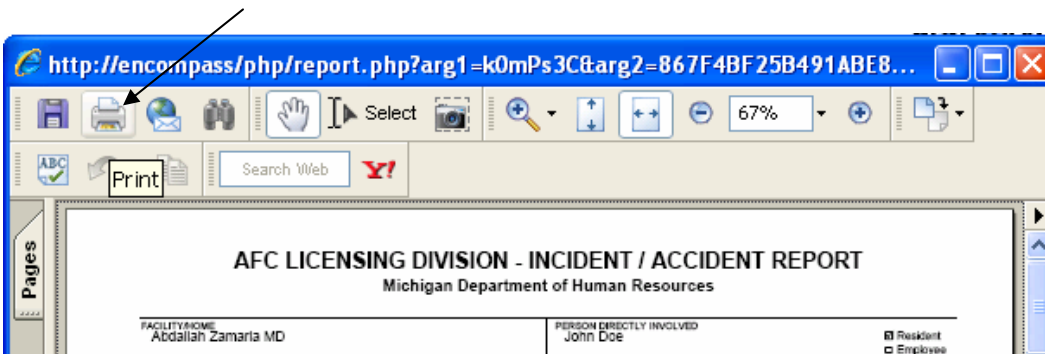
3. Make any necessary changes.
4. Click **SAVE**.

To **Print** Incident Reports:

1. Follow steps 1-3 under "To View Incident Reports" on **page 2**.
2. Click on the [Print IR](#) link to the right of the record you want to print.

<b>NUMBER</b> 561 <b>DATE</b> 06/05/2007 <b>TIME</b> 10:45 PM <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe	Renaissance House Inc. - Renaissance House	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> Yes	<a href="#">Review Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 02 - Behavioral Incidents: 0201 - Verbal aggression to other 02 - Behavioral Incidents: 0211 - Other				

3. A new Adobe Acrobat window will pop up. Click on the print icon in the upper-left corner of the screen.



### To Fax Incident Reports:

Incident Reports can be faxed to people who do not have access to Encompass. This feature allows the reports to be faxed without having to print them.

1. Follow steps 1-3 under “To View Incident Reports” on **page 2**.
2. Click on the [Fax IR](#) link to the right of the report that needs to be faxed.

<b>NUMBER</b> 561 <b>DATE</b> 06/05/2007 <b>TIME</b> 10:45 PM <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe	Renaissance House Inc. - Renaissance House	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> Yes	<a href="#">Review Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 02 - Behavioral Incidents: 0201 - Verbal aggression to other 02 - Behavioral Incidents: 0211 - Other				

3. Fill in the following information:

Field/Section:	Instructions:
<b>Date</b>	Today's date will pre-fill. Change the date if it is incorrect.
<b>To</b>	Enter the name of the person you are sending the fax to.
<b>Company</b>	Enter the name of the company you are sending the fax to.

<b>Fax#</b>	Enter the number you are faxing the Incident Report to.
<b>Phone#</b>	Enter your phone number.
<b>From</b>	The current user's name will pre-fill. Change if incorrect.
<b>Notes</b>	Enter any notes the receiver of the fax might need.

4. Click **Send Fax**.

The window will close automatically once the fax is sent.

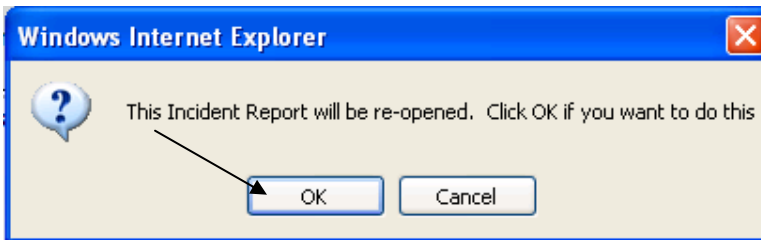
### To **Re-Open Incident Reports**:

This function will only be available to rights officers. After someone from rights has reviewed an Incident Report, the report will close. As a result, the [Re-Open IR](#) link will become available.

1. Follow steps 1-3 under "To View Incident Reports" on **page 2**.
2. Click on the [Re-Open IR](#) link to the right of the record you want to open.

<b>NUMBER</b> 707 <b>DATE</b> 07/01/2007 <b>TIME</b> 10:15 PM <b>STATUS</b> Closed	John Doe	Synod Residential Services-Saxon	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Print IR</a> <a href="#">Fax IR</a> <a href="#">Re-Open IR</a>
<b>IR CODE(S)</b> 10 - Medication Incidents (What): 1001 - Missed Meds				

3. A window will open up asking if you are sure you want to re-open the Incident Report. To re-open the report, click **OK**.



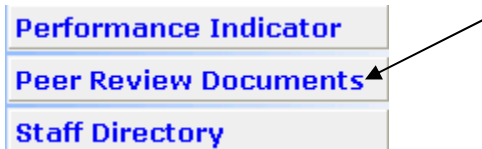
## Historical Incident Reports

### ***How to View, Review, Add Reviewers to, Add Dispositions to, Clarify, Print, Fax, and Re-Open Historical Incident Reports***

Since the Incident Reports are being passed to different people's queues it can be difficult to find a certain report. This link is used to find any Incident Report in the system. Although you can add Incident Reports from this screen, Incident Reports should be added using the [Add new incident reports or complete a pending report](#) link.

To **View Incident Reports**:

1. Click on the [Peer Review Documents](#) link in the Main Menu.

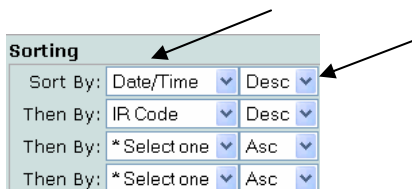


2. Click on the [View historical Incident Reports](#) link to the right of the Main Menu.



3. Search for Incident Reports by entering any of the following and clicking **SEARCH**:
  - a) Provider
  - b) Consumer
  - c) Incident Number
  - d) Incident Date
  - e) Include Unknown Dates
  - f) Incident Code
  - g) Incident Status
  - h) Potential Severity
  - i) Staff

To make the search results easier to navigate, you can sort them. Use the drop-down menus in the "Sort By" field to select the primary criteria you want the Incident Reports to be displayed by and whether you want the results to be in ascending or descending order. Use the "Then By" fields to sort the results further.



- Click on the [View](#) link to the right of the record you want to view.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

### To Change Incident Reports:

If the Incident Report hasn't been sent yet, it can be changed from this history link. You can also use this link to send the Incident Report.

- Follow steps 1-3 under "To View Incident Reports" on **page 8**.
- Click on the [Change](#) link to the right of the report you want to change or send.

<b>NUMBER</b> 1099 <b>DATE</b> 11/05/2007 <b>TIME</b> Unknown <b>STATUS</b> Pending	John Doe	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">Change View</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b>				

- Make any necessary changes.
- Click **SAVE** to save the report and not send it. To save and send the report, click **SAVE & SEND to CSM** or **SAVE & SEND FOR SIGN-OFF**. The button that is available depends on whether you filled out a full or scanned version of an Incident Report.

### To Review and Add Reviewers to Incident Reports:

This link is used to select people to send the Incident Report to for review. This is similar to passing around a paper version of the Incident Report for review, except it is done electronically.

- Follow steps 1-3 under "To View Incident Reports" on **page 8**.
- Click on the [Add Reviewers](#) link to the right of the record that needs more reviewers.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

On this screen, all Incident Report details should be visible. Most fields are locked except for the ones described below.

4. If necessary, use the **lookup** button under the “Incident Reporting Code(s)” field to make changes to the Incident Report codes.
5. If necessary, the Incident Report’s severity can be changed under the “Severity” field.
6. If you would like another person to review the incident, click the [Add new Line](#) link under the “Additional Reviewers” field. Then use the **lookup** button to select the reviewer you need to add. You can add up to fifteen reviewers.
7. If you set preferences for “Common Reviewers” you can click the **Add Common Reviewers** button to add the reviewers you selected in your preferences.

To add more reviewers, repeat steps 5-6 to. You can add up to fifteen reviewers.

Additional Reviewers				<a href="#">Add Common Reviewers</a>
Reviewer	Notified Date	First Review Date	Last Review Date	
Jackie Sproat BS, LLPC	08/06/2007			
Chris Akerley				
<a href="#">Add new Line</a>				

8. Click **SAVE** to save the form. Note that clicking this button does the following:
  - a. Records your signature, which says you have reviewed this incident and are taking any necessary steps to follow-up.
  - b. Saves any changes you made to the “Incident Reporting Code(s)” field.
  - c. Sends an e-mail to the reviewers you added to the form, asking them to review the Incident Details in Encompass.
9. To cancel the changes or exit the record without officially reviewing it, click **CANCEL**.

### **To Add Dispositions to Incident Reports:**

Dispositions can only be added once an Incident Report has been sent to CMHSP staff. Before it is sent to CMHSP the Incident Report isn’t finished so a disposition can’t be added. Also, not everyone will be able to add all the part of the disposition field. Some fields will be locked for certain users.

1. Follow steps 1-3 under “To View Incident Reports” on **page 8**.
2. Click on the [Disposition](#) link to the right of the record a disposition needs to be added to.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

3. Fill in the following information:

Field/Section:	Instructions:
<b>Exclude from Reporting</b>	Click on this box if you want to exclude this form from reporting <b>in Encompass</b> . Select this if there are duplicate forms of the same incident. <b>Note:</b> Checking this box doesn't excluded the Incident Report from any state or licensing reporting.
<b>Notes</b>	Write any notes to explain why this incident should be excluded or included in reporting.
<b>Sentinel Event</b>	This field will most likely be locked. If it isn't, click this box if this incident has been determined to be a sentinel event.
<b>Critical Event</b>	This field will most likely be locked. If it isn't, click this box it if this disposition is a critical event. Critical events are essentially the same as what JCAHO calls an "adverse event."
<b>Report to State in Quarter</b>	This field will most likely be locked. If it isn't, select the quarter you want this disposition to be reported to the state in.
<b>Notes</b>	This field will most likely be locked. If it isn't, explain the why this event was or wasn't determined to be a sentinel or critical event.
<b>Rights Issue</b>	This field will be locked. Only rights can use this field.
<b>Notes</b>	This field will be locked. Only rights can use this field.
<b>✓ Spell Check</b>	Click this button to check your spelling.

4. Click **SAVE** to save the form. Click **CANCEL** to cancel it.

**To Clarify Incident Reports:**

The [Clarification](#) link is used to enter information that will clarify an incident. Don't use this link for anything else. Any Incident Report follow-ups should be added as a Progress Note—not as a clarification.


1. Follow steps 1-3 under “To View Incident Reports” on **page 8**.
2. Click on the [Clarification](#) link to the right of the record that needs clarifying.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

3. Click on the [Add Clarification](#) link on the top of chart in the Incident Report Clarification List.

1 Clarification(s)		
Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007 <b>STAFF</b> Kaylyn Krzyske	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a>

4. Fill in the following information:

Field/Section:	Instructions:
<b>Date</b>	Enter the date the clarification was added. Use the  icon to select the date or click the <a href="#">Use Current Date</a> link to enter today's date.
<b>Staff</b>	Your name will pre-fill. Use the <b>lookup</b> button to change the name, if needed.
<b>Comment</b>	Enter any comments needed to clarify the Incident Report. For example, “Incident Report did not mention the type of missed medication. Called home manager, and she said the missed medication was Haldol.”
<b>✓ Spell Check</b>	Click this button to check your spelling.

5. Click **SAVE** to save the clarification. Click **CANCEL** to cancel it.

**To View a Clarification:**

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 12**.
2. Click on the [View](#) link to the right of the clarification you want to view.

### 1 Clarification(s)

Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007 <b>STAFF</b> Kaylyn Krzyske	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a>

#### To **Change** a Clarification:

Only administrators will have the ability to change a clarification, so not everyone will have access to this link.

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 12**.
2. Click on the [Change](#) link to the right of the clarification that needs changing.

### 1 Clarification(s)

Clarification Details	Comment	<a href="#">Add Clarification</a>
<b>DATE</b> 09/28/2007 <b>STAFF</b> Kaylyn Krzyske	test	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a>

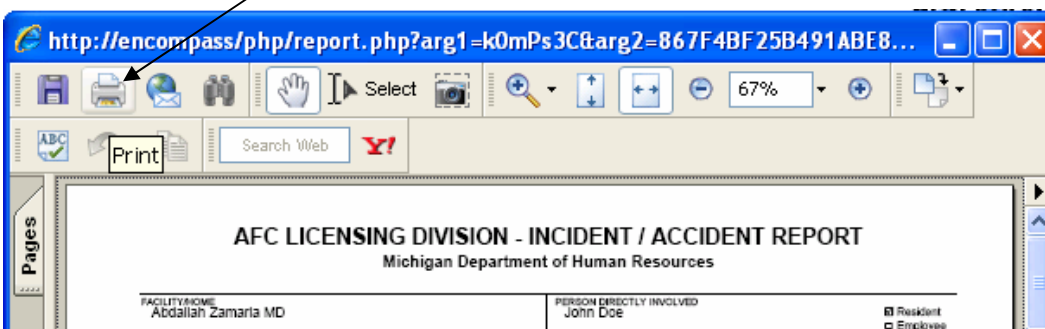
3. Make any necessary changes.
4. Click **SAVE**.

#### To **Print** Incident Reports:

1. Follow steps 1-3 under “To View Incident Reports” on **page 8**.
2. Click on the [Print IR](#) link to the right of the record you want to print.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

3. A new Adobe Acrobat window will pop up. Click on the print icon in the upper-left corner of the screen.



**To Fax Incident Reports:**

Incident Reports can be faxed to people who do not have access to Encompass. This feature allows the reports to be faxed without having to print them.

1. Follow steps 1-3 under “To View Incident Reports” on **page 8**.
2. Click on the [Fax IR](#) link to the right of the report that needs to be faxed.

<b>NUMBER</b> 1058 <b>DATE</b> Unknown <b>TIME</b> Unknown <b>STATUS</b> Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Add Reviewers</a> <a href="#">Disposition</a> <a href="#">Clarification</a> <a href="#">Print IR</a> <a href="#">Fax IR</a>
<b>IR CODE(S)</b> 06 - Injury/Accident: 0607 - Fall				

3. Fill in the following information:

Field/Section:	Instructions:
<b>Date</b>	Today’s date will pre-fill. Change the date if it is incorrect.
<b>To</b>	Enter the name of the person you are sending the fax to.
<b>Company</b>	Enter the name of the company you are sending the fax to.
<b>Fax#</b>	Enter the number you are faxing the Incident Report to.
<b>Phone#</b>	Enter your phone number.
<b>From</b>	The current user’s name will pre-fill. Change if incorrect.
<b>Notes</b>	Enter any notes the receiver of the fax might need.

4. Click **Send Fax**.

The window will close automatically once the fax is sent.

**To Re-Open Incident Reports:**

Closed Incident Reports can be reopened. To search for closed Incident Reports, set the “Incident Status” field in the search criteria as “\* All” or “Closed.”

1. Follow steps 1-3 under “To View Incident Reports” on **page 8**.
2. Click on the [Re-Open IR](#) link to the right of the record that needs to be opened.

<b>NUMBER</b> 753 <b>DATE</b> 07/07/2007 <b>TIME</b> 12:00 PM <b>STATUS</b> Closed	John Doe	Synod Residential Services - Crisis Residential Services/Ash	<b>INCLUDE IN REPORTING</b> Yes <b>RIGHTS REVIEWED</b> No	<a href="#">View</a> <a href="#">Print IR</a> <a href="#">Fax IR</a> <a href="#">Re-Open IR</a>
<b>IR CODE(S)</b> 08 - Medical/Health Issues: 0803 - Illness 09 - Medication Incidents (Who): 0902 - Recipient Related 10 - Medication Incidents (What): 1002 - Refused Meds				

3. A pop-up window will be displayed. To open the Incident Report click **OK**. Click **Cancel** to leave it closed.