

# 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/TDHFooborneComplaint>

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>

The screenshot shows the 'Foodborne Illness Complaint Form' interface. At the top, there is a red square logo with 'TN' in white, followed by the title 'Foodborne Illness Complaint Form' in a large, bold, dark blue font. Below the title, a paragraph of instructions for the interviewer is displayed. The form is divided into two main sections: 'For Interviewer Use' and 'Information for Complainant'. The 'For Interviewer Use' section contains four rows of input fields, each with a label, a red asterisk indicating a required field, and a text input box. The first row is for 'Date complaint received' with a date picker showing '3/3' and 'Today'. The second row is for 'Public health region received by' with a dropdown menu. The third row is for 'Public health agency received by' with a text input box. The fourth row is for 'Staff member received by' with a text input box and a 'Name' label. The 'Information for Complainant' section contains a paragraph of text and a bulleted list of items: 'suspected establishments', 'illness symptoms', and 'ill persons'.

**TN Foodborne Illness Complaint Form**

**Instructions for Interviewer:** Please fill in the fields below with the information needed to submit a foodborne illness complaint. Interview prompts are in **blue text**. Required fields are marked with an **\*asterisk**. Any additional information collected could aid in investigation or follow-up activities. Thank you.

**For Interviewer Use**

**Date complaint received**  
\* must provide value

**Public health region received by**  
\* must provide value

**Public health agency received by**  
\* must provide value

**Staff member received by**  
\* must provide value  
Name

**Information for Complainant**

The Tennessee Department of Health uses information from foodborne illness complaints to better identify and investigate illness and food establishments. We would like to learn about:

- suspected establishments
- illness symptoms
- ill persons

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

**For Interviewer:** This is the end of the complaint form. Please select **Submit** below. A summary of this complaint will be available for viewing and printing on the next page.

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

Thank you for submitting this Foodborne Illness Complaint. To print a copy of this summary page for your records, press **CTRL** and **P** on your keyboard. To submit another foodborne illness complaint, [click here](#).

 **Summary of Foodborne Illness Complaint**

Complaint Information

Date complaint received: 03-28-2017  
Receiving Agency: Foodborne Illness Team  
Complaint Reference Number: 10

Establishment Information

Name: Test Estab  
Address: 123 Main St.  
City: Nashville  
County: \_\_\_\_\_

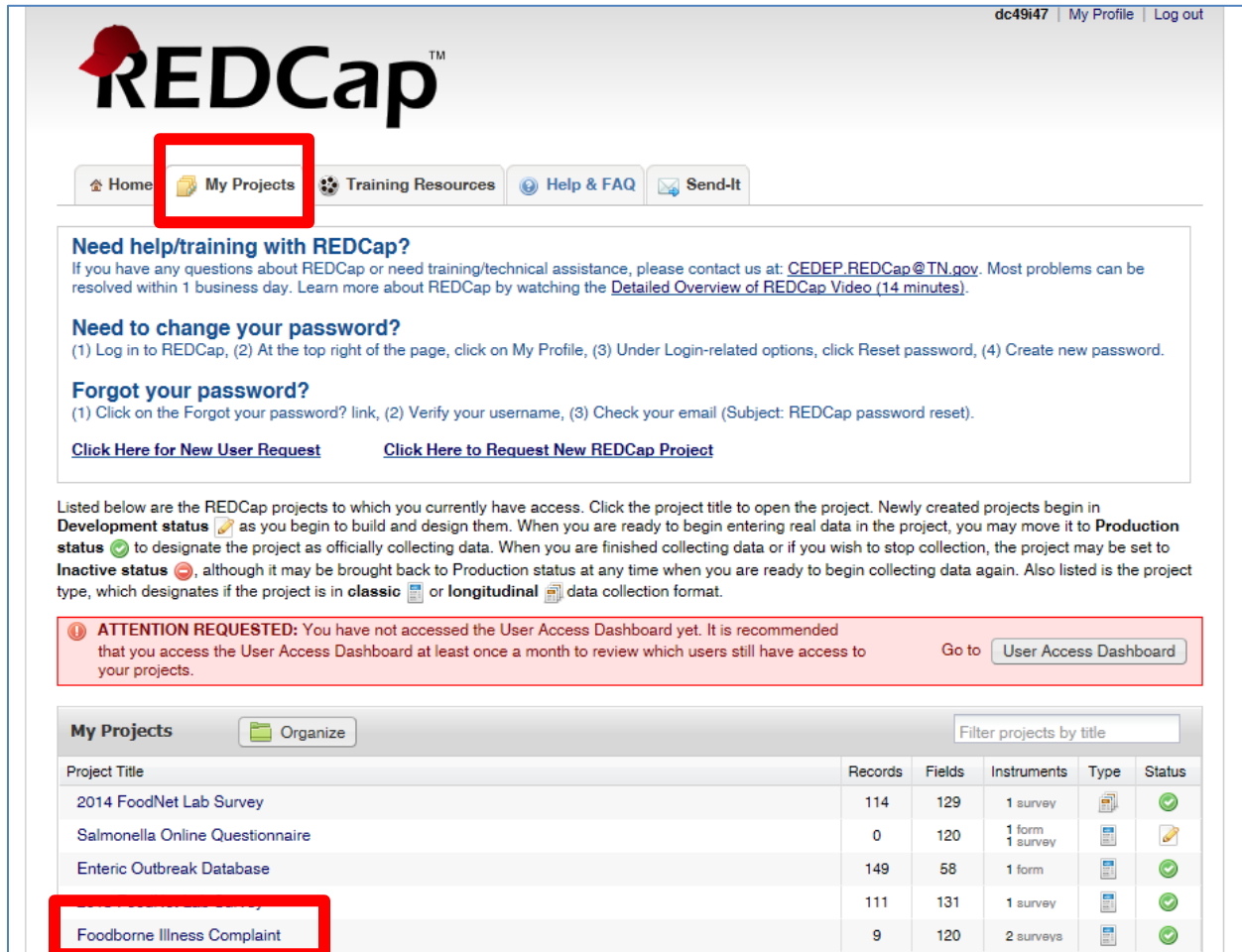
Suspect Meal

Meal date and time: 03-27-2017 09:55 (24 hour military time)  
Foods eaten: Burger, Fries

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).



dc49i47 | My Profile | Log out

# REDCap™

Home My Projects Training Resources Help & FAQ Send-It

**Need help/training with REDCap?**  
If you have any questions about REDCap or need training/technical assistance, please contact us at: [CEDEP.REDCap@TN.gov](mailto:CEDEP.REDCap@TN.gov). Most problems can be resolved within 1 business day. Learn more about REDCap by watching the [Detailed Overview of REDCap Video \(14 minutes\)](#).

**Need to change your password?**  
(1) Log in to REDCap, (2) At the top right of the page, click on My Profile, (3) Under Login-related options, click Reset password, (4) Create new password.

**Forgot your password?**  
(1) Click on the Forgot your password? link, (2) Verify your username, (3) Check your email (Subject: REDCap password reset).

[Click Here for New User Request](#) [Click Here to Request New REDCap Project](#)

Listed below are the REDCap projects to which you currently have access. Click the project title to open the project. Newly created projects begin in **Development status** (🔧) as you begin to build and design them. When you are ready to begin entering real data in the project, you may move it to **Production status** (✅) to designate the project as officially collecting data. When you are finished collecting data or if you wish to stop collection, the project may be set to **Inactive status** (🛑), although it may be brought back to Production status at any time when you are ready to begin collecting data again. Also listed is the project type, which designates if the project is in **classic** (📄) or **longitudinal** (📅) data collection format.

**ATTENTION REQUESTED:** You have not accessed the User Access Dashboard yet. It is recommended that you access the User Access Dashboard at least once a month to review which users still have access to your projects. [Go to User Access Dashboard](#)

**My Projects** [Organize](#)

| Project Title                   | Records | Fields | Instruments        | Type | Status |
|---------------------------------|---------|--------|--------------------|------|--------|
| 2014 FoodNet Lab Survey         | 114     | 129    | 1 survey           | 📄    | ✅      |
| Salmonella Online Questionnaire | 0       | 120    | 1 form<br>1 survey | 📄    | 🔧      |
| Enteric Outbreak Database       | 149     | 58     | 1 form             | 📄    | ✅      |
| Foodborne Illness Complaint     | 111     | 131    | 1 survey           | 📄    | ✅      |
| Foodborne Illness Complaint     | 9       | 120    | 2 surveys          | 📄    | ✅      |

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) |
|----------------------|------------------------------------|---|-----------------------------|--|-------------------------------------|--|---|
| <a href="#">2</a>    | 03-01-2017                         | Nashville - Davidson County (NDR) (NDR)       |                             | Establishment 1  | Davidson (Davidson)                 | 03-24-2017 18:24                               | 03-25-2017 03:00                            |
| <a href="#">5</a>    | 02-22-2017                         | Nashville - Davidson County (NDR) (NDR)       |                             | Establishment 2  | Davidson (Davidson)                 | 02-18-2017 17:15                               | 02-18-2017 20:15                            |
| <a href="#">4</a>    | 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) |
|----------------------|------------------------------------|---|-----------------------------|--|--|-------------------------------------|--|---|---|--|--|----------------------------------|
| <a href="#">2</a>    | 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   |  |  |                                  |
| <a href="#">6</a>    | 02-28-2017                         |   |                             | Establishment 2  | 4 Main St.   | Davidson (Davidson)                 | 02-25-2017 15:01                               | 02-26-2017 02:01                            | 11  |  |  |                                  |
| <a href="#">5</a>    | 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) |
|----------------------|------------------------------------|---|-----------------------------|--|-------------------------------------|--|---|
| <a href="#">2</a>    | 03-01-2017                         | Nashville - Davidson County (NDR) (NDR)       |                             | Establishment 1  | Davidson (Davidson)                 | 03-24-2017 18:24                               | 03-25-2017 03:00                            |
| <a href="#">5</a>    | 02-22-2017                         | Nashville - Davidson County (NDR) (NDR)       |                             | Establishment 2  | Davidson (Davidson)                 | 02-18-2017 17:15                               | 02-18-2017 20:15                            |
| <a href="#">4</a>    | 02-17-2017                         | Nashville - Davidson County (NDR) (NDR)       |                             | Establishment 3  | Davidson (Davidson)                 | 02-14-2017 15:40                               | 02-14-2017 18:00                            |

The complaint form for this record will open:

Editing existing REDCap ID 4

REDCap ID 4



## Foodborne Illness Complaint Form

**Instructions for Interviewer:** Please fill in the fields below with the information needed to submit a foodborne illness complaint. Interview prompts are in **blue text**. Required fields are marked with an **\*asterisk**. Any additional information collected could aid in investigation or follow-up activities. Thank you.

**For Interviewer Use**

Date complaint received \* must provide value

02-17-2017 Today M-D-Y

Public health region received by \* must provide value

Nashville - Davidson County (NDR)

Public health agency received by \* must provide value

Metro Health Dept

Staff member received by \* must provide value

John Doe

Name

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

**For Environmentalist Follow-up**

Incubation time (hours) *auto-calculation*

0.5 View equation

Hours

Incubation time (days) *auto-calculation*

0.02 View equation

Days


Does this complaint need to be transferred to another region for follow-up?

☐ Yes ☒ No reset

Date of environmental health investigation

03-10-2017 Today

Please upload investigation report here

 [Upload document](#)

Did this complaint result in an outbreak investigation?

☐ Yes ☒ No reset

Additional notes or comments

I will conduct an assessment of this complaint and also conduct a routine inspection.

**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.

|                               |  |
|-------------------------------|--|
| <b>Form Status</b>            |  |
| <b>Complete?</b>              | <div><div>H</div><div>Complete ▼</div></div> |
| <div><b>Save Record</b></div> |  |