Spring Health

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Spring Health Critical Incident Response Overview

Spring Health Critical Incident Response Team	
Hours of Operation:	24/7/365
How to contact:	• **Phone:** 855-629-0554 option 4, then option 1 • **Webform** (Detailed instructions on how to request CIR are included on page 2 of this flyer)

Critical Incident Response

- A critical incident can take many forms. Examples in the workplace may include, but are not limited to:
  - The death of an employee
  - A workplace incident
  - A reduction in force (RIF)

- Spring Health is available to support Abbott employees in the aftermath of these events. There are two primary options for accessing Critical Incident Response services:
  - Spring Health In-House Clinicians (IHC) at Abbott:
    - Donna Herula and Bill Miller are seasoned clinicians with an in-depth understanding of Abbott's workforce and culture.
    - In-House Clinicians should be the first go-to for any CIR needs at select Illinois locations
    - IHCs can also support virtual CIR services for U.S.based Abbott locations during normal business hours
    - Availability: Monday-Friday, 8:00 a.m. – 4:30 p.m. CT
  - Spring Health Critical Incident Response (CIR) Team:
    - For in-person needs outside of select Illinois locations or CIR services that will need to be rendered outside of the hours In-House Clinicians are available, Spring Health's CIR team is available to support 24/7/365

- Support will be provided by identifying and assigning a qualified CIR provider from one of the following:
  - Spring Health's provider network (in-person or virtual)
  - Spring Health's internal CIR team (virtual)
  - If a provider cannot be identified in one of the above groups, the request will be outsourced to R3 (in-person or virtual)

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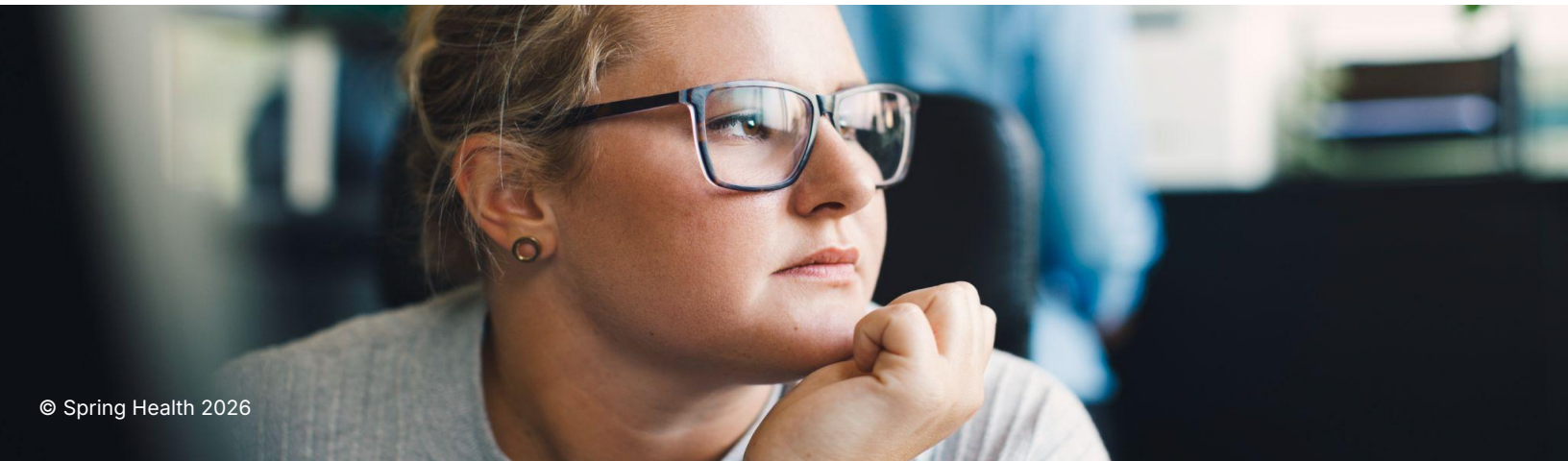
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Steps to Request Critical Incident Response

- Submit a CIR request using one of the following options:
    - Via CIR **webform** (Spring Health will follow-up within one hour of the request)
    - Call Spring Health's internal Critical Incident Response team directly at 855-629-0554 (press 4 then option 1)
- Provider request guidance:
    - For virtual CIR and in-person CIR at select Illinois locations, please request In-House Clinicians Donna Herula and/or Bill Miller by name as your preferred providers.
- Have the following information ready when submitting or calling:
    - Your name and title
    - Description of the incident
    - Requested dates, times, and location
    - Type of support needed (e.g., grief group, 1:1 support)
    - Number of CIR sessions or groups requested
- Once the information is collected, the Spring Health team will coordinate and arrange the appropriate Critical Incident Response support.

What to Expect After You Submit Your Request

- You will receive email from **managersupport@springhealth.com** or **careteam@springhealth.com** with the title: "CIR Referral Receipt & Resource Materials for Abbott CIR, Case #XXXXXX".
- The email will recap the date, time and location of the CIR service you have requested.
- Click the "Critical Incident Response Tracker" link in the email to view the status of your request. The tracker will include:
    - Status of the search for a CIR provider (Assigning, Preparing or Response Day)
    - Name and contact information of the assigned CIR provider (You will also receive an email notification once the provider is assigned.)
    - Access to CIR resources:
        - Email templates to notify your team
        - Flyers and materials on topics such as grief, organizational change, and recovery
- Following the CIR event, you will receive a post-event survey via email. This feedback helps Spring Health evaluate the effectiveness and appropriateness of the CIR support provided.



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