

LOSS MANAGEMENT/INSURANCE

STEPS TO TAKE FOLLOWING A LOSS TO WCM PROPERTY

- 1. Notify Risk Management:** As soon as the situation is stable notify Risk Management at 646-962-7682 or nnw6@cornell.edu or jec@med.cornell.edu. You can also reach us during non-business hours at 516-736-4521 (Nakeschi Watkins) or 201-240-6976 (Jennifer Chavis).
- 2. Assess the Damage:** If the loss involves water and includes documents, notebooks, manuals and similar paper-based items, determine which, if any, are irreplaceable. For those that are irreplaceable a determination needs to be made quickly on freeze-drying them (the window of opportunity for doing so successfully is narrow).
If the loss involves water damage to equipment, start the drying process as quickly as possible. This may mean contacting the equipment manufacturer or service vendor for instructions on how to proceed. Do not take apart equipment or start the process unless you are sure of what you are doing! If in doubt, wait for a service or manufacturer's representative.
- 3. Retain Damaged Property:** Retain all damaged property unless it presents a hazard to the health and well being of faculty, staff or students. The damaged property is needed for insurance company inspection, and some claims may be difficult to settle without the damaged property.
- 4. Privacy Issues:** For losses involving the theft or disappearance of electronic equipment or paper files that may contain personally identifiable or protected health information, in addition to reporting it to Risk Management it must be reported to WCM's Privacy Officer, Maria Joseph at 646-962-2152 or maj2007@med.cornell.edu.
- 5. Documentation:** If at all possible, take pictures of the damaged property. Pictures can be used to support our claim.
If the damaged equipment is critical to your operations, you can start repairs as soon as you notify Risk Management. However, make sure that you take pictures of the equipment before you start repairs and as you proceed. Also keep an accurate record of any money spent on ordering new parts and equipment, as well as staff hours spent on repair work.
At your request, Risk Management can work with you in preparing the appropriate documentation. Please see the Risk Management website for further information: <https://riskmanagement.weill.cornell.edu/insurance/incident-reporting>. (Risk Management Incident Reporting Forms)