

# Gap Patient Guide

This guide provides information on how to resolve gap patients.

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), should review patient admission summaries in CROWNWeb to ensure patients are admitted to a home unit.

Facility staff are encouraged to review the [Working with Gap Patients training course](#) to help them accurately review and correct patients' admit/discharge summaries.

## **In this guide you will find:**

- Things to Know
- Steps to Correct Gap Patients
- Resolutions
- Resources



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## Things to Know

- A “gap” patient is one who has been discharged from a home unit (the last permanent admission), but has not been admitted to another home unit.
- Patients actively treating in Medicare-certified dialysis centers in the U.S. and its territories or patients who have functioning transplants received from Medicare-certified transplant centers in the U.S. and its territories must always be admitted to home units in CROWNWeb.
- Gap patients cannot be seen on the PART unless the discharge date is within 30 days of accessing the PART.
- An inaccurate transient status can discharge a patient from his/her home unit, causing a “gap” patient; this will cause issues with census counts and, eventually (if not corrected), errors on the CMS-2744 Annual Facility Survey.
  - For facilities affiliated with a batch submitting organization (BSO), your transient patients may not be admitted as transients. You should make sure each patient has the correct admission status in your **internal system**, as well as in CROWNWeb.
- Your local ESRD Network provides the Gap Patient Report to each facility on a weekly basis.
  - This report is provided to the personnel listed as “Facility Data Contact” in CROWNWeb.
  - Facilities must resolve “gap” patients within two business days of receiving the report from the local ESRD Network.
- Patients will remain on a facility’s Gap Patient Report until they are resolved (e.g., admitted to a home unit).

Visit [mycrownweb.org](http://mycrownweb.org) for more information.

# Steps to Find and Correct Gap Patients

- 1) From the CROWNWeb *Home* screen, click on the **Patients** tab in the main menu.
- 2) Enter the 10-digit CROWN UPI provided on the Gap Patient Report in the **CROWN UPI** search field and click **Search**.
- 3) Click on the blue, hyperlinked CROWN UPI for the patient.
- 4) Click on the **Admit/Discharge Summary** tab in the gray sub-menu.
- 5) Review the patient's admissions and discharges and make any necessary corrections.
  - If the patient was mistakenly discharged from your unit due to a transient visit elsewhere, creating a system discharge, you should remove the system discharge information from your unit's admission.
  - If the patient formally transferred from your unit, but there is no admission to the unit to which the patient transferred, you should contact that unit and instruct them to admit the patient in CROWNWeb.


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Search Patients
Admit Patient
Gap Patients
PART

[Search Patients](#) > [Patient Search Results](#) > [View Patient Attributes](#) > [View Admit/Discharge Summary](#)

**Admit/Discharge Summary**

Admit Date	Admit Reason	Admit Facility	Discharge Date	Discharge Reason	Treatment	Physician	Treatment Summary
<a href="#">03/02/2015</a>	Transfer In	<a href="#">CDC</a>	03/03/2015	Transfer	<a href="#">Dialysis Facility/Center Hemodialysis</a>		<a href="#">Treatment Summary</a>
<a href="#">05/12/2014</a>	Transfer In	<a href="#">HOUSTON</a>	03/01/2015	Transfer	<a href="#">Dialysis Facility/Center Hemodialysis</a>		<a href="#">Treatment Summary</a>
<a href="#">04/11/2014</a>	Transfer In	<a href="#">DAVITA</a>	05/11/2014	Transfer	<a href="#">Dialysis Facility/Center Hemodialysis</a>		<a href="#">Treatment Summary</a>
<a href="#">08/08/2009</a>	New ESRD Patient	<a href="#">DAVITA</a>	03/31/2014	Transfer	<a href="#">Dialysis Facility/Center Hemodialysis</a>		<a href="#">Treatment Summary</a>

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# Resolutions

Issue 1: CROWNWeb will not allow me to remove the system discharge.

- Contact the facility that the patient visited and ask the CROWNWeb user to change the patient's transient status. Then try to remove the system discharge again.

Issue 2: The patient was going to transfer, but never actually treated at the other unit.

- If the patient returned to your unit, remove the discharge information.
- If the patient was hospitalized or discontinued dialysis, you should change the "Transfer" subcategory to "hospital" (for a hospitalization) or change the discharge reason to "Discontinue" (for discontinuation of dialysis).

Issue 3: The patient passed away before treating at another unit.

- Enter the death information on the patient's attributes page. If you have lost scope over the patient (no **Edit Patient** tab), you will need to contact your local ESRD Network.

Issue 4: The patient did go visit another facility, but ended up staying for more than 30 days/13 treatments before returning to my unit.

- You must readmit the patient.

Issue 5: The patient was incarcerated or transferred to a non-certified unit.

- Make sure your discharge reason is "Other" and inform your local ESRD Network.

Issue 6: I do not know where this patient is and cannot resolve the issue.

- Contact your local ESRD Network.

# Resources

Reviewing and resolving “gap” patients in CROWNWeb is a mandatory exercise and ensures that patients are accurately admitted to a home facility. For more information on working with gap patients:

- My CROWNWeb—[mycrownweb.org](http://mycrownweb.org)
  - [Training course](#)
  - [CROWNWeb Online Help](#)
  - [CROWNWeb Help Portal](#)
  - [CROWNWeb Data Management Guidelines](#)
- QualityNet Help Desk
  - Email: [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org)
  - Phone: 866-288-8912
- Your Batch Submitting Organization (BSO)
  - DaVita Help Desk (reached through internal IT applications)
  - [FMC Help Desk](#)
  - [DCI Help Desk](#)
  - [NRAA Help Desk](#)
- The ESRD Network
  - End Stage Renal Disease Network of Texas, Inc. (ESRD Network 14)
    - [crownweb@nw14.esrd.net](mailto:crownweb@nw14.esrd.net) OR 972-503-3215



DO NOT email patient-specific information (Name, SSN, DOB, etc.) to the QualityNet Help Desk or the Network office.



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