

# Transient Patient Guide

This guide provides information on how to find and correct patients' transient statuses.

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), should review patient admissions in CROWNWeb for inaccurate transient statuses.

## In this guide you will find:

- Things to Know
- Steps to Find Patients' Transient Statuses
- Resolutions
- Resources

Facility staff are encouraged to review the [Admit and Discharge Transient Patients training course](#), the [Working with Patient Admit/Discharge Information training course](#), and the [Working with Transient Patients training video](#) to help them correctly review and correct patients' transient statuses.



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## Things to Know

- The Centers for Medicare & Medicaid Services (CMS) has a transient patient policy.
  - A patient is transient if he/she has treated at a unit for less than 30 days **OR** less than 13 treatments.
  - A transient patient that stays at a unit for more than 30 days or more than 13 treatments must be counted as a permanent patient.
    - The facility must record the permanent admission date as the date of the first treatment.
  - The transient policy **does not apply** to new ESRD patients.
    - If the facility provides the first outpatient chronic treatment, regardless of the length of stay, that facility is responsible for reporting the New ESRD Patient event in CROWNWeb and completing the CMS-2728.
- The patients' transient statuses can be seen on the PART.
- An inaccurate transient status can discharge a patient from his/her home unit, causing 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.
- Transient patients are included on your facility's clinical list. You should report clinical data for your transient patients.
  - If labs are not drawn during a patient's visit to your facility, you are still able to and should report his/her vascular access data.

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

# Steps to Find and Correct Patients' Transient Statuses

- 1) From the CROWNWeb *Home* screen, click on the **Patients** tab in the main menu.
- 2) Click on the **PART** tab in the blue sub-menu.
  - Your facility should populate in the **\*Facility DBA Name** field. If not, click the drop-down arrow and select your facility or enter your facility CMS Certification Number in the **<sup>1</sup>Facility CCN** field and click **Go**.
- 3) Click **Search**. *The screen will reload, and your PART will populate.*
- 4) Review the transient statuses of your listed patients.
- 5) For those patients whose transient statuses are incorrect:
  - Click the hyperlinked admission range. *This will take you to the admission record.*
  - Click the **Edit Admit/Discharge** tab in the gray sub-menu.
  - Change the patient's transient status.
    - If you are changing the status to 'Yes,' use must provide a transient reason.
    - If the patient has already been discharged, but there is no discharge information, you may enter it at this time.
  - Click **Submit**.

**Edit Admit/Discharge Information**

Patient Admission Information Submit Date: 01/24/2015

\* Admit Date 12/21/2014

\* Admit Reason Transfer In

<sup>2</sup> Facility CCN  <sup>2</sup> Facility NPI

\* Facility DBA Name FMC DIALYSIS SERVICES

\* Transient Status Yes

**Transient Information**

\* Transient Reason

Address Line 1

Address Line 2

Zip Code

City

State

Phone Number

**Patient Discharge Information**

\* Discharge Date mm/dd/yyyy

\* Discharge Reason

Transfer Discharge Subcategory

## Resolutions

Issue 1: This patient was transient at first, but he/she decided to stay, so he/she has been admitted again as permanent.

- The CMS transient policy states that transient patients who become permanent must have their admit dates backdated to the first treatment. Remove the second, permanent admission and change the transient status of the first admission to “No.”
  - You may need the assistance of your local ESRD Network to complete this task.

Issue 2: This patient was going to be permanent, but ended up going back to his/her home unit.

- Change the transient status to “Yes.”

Issue 3: This patient came to the facility and dialyzed a few times and then expired. The patient has been admitted as transient, and the home unit should complete the death form.

- This is only true if the intention of the transfer was a transient visit to start with. If your facility admitted the patient with the intention that he/she would be **permanent**, your facility must count the patient as permanent and complete the CMS-2746 Death Notification.

Issue 4: Another facility has called and stated that a patient’s transient status is wrong, which has discharged the patient from his/her home unit, but the admission record in CROWNWeb has the appropriate transient status (Yes).

- The initial transient status might not have been “Yes,” but was corrected at some point. If you have checked CROWNWeb to make sure the transient status is correct (Yes), advise the calling facility to try to remove the discharge information populated in its admission record. Otherwise, have the facility contact its local ESRD Network.

Issue 5: The facility is affiliated with a BSO and has been told not to touch CROWNWeb.

- You should make sure that patients’ transient statuses are accurately reflected in your internal system. Data issues that you may find while reviewing patients’ transient statuses should be reported to your facility’s BSO help desk.

# Resources

Reviewing and correcting patients' transient statuses in CROWNWeb ensures that patients are accurately admitted to a home facility. For more information on working with transient patient data:

- My CROWNWeb—[mycrownweb.org](http://mycrownweb.org)
  - [Training course](#)
  - [Training video](#)
  - [CROWNWeb Online Help](#)
  - [CROWNWeb Help Portal](#)
  - [CROWNWeb Data Management Guidelines](#)
- QualityNet Help Desk
  - Email: [qnetssupport-esrd@hcqis.org](mailto:qnetssupport-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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