



Correcting a Duplicate Patient

Duplicate patients occur when a discrepancy in data between CROWNWeb and your internal system causes the batch upload to create new, or “duplicate”, records. Sometimes the duplicated record is the patient record itself. You can determine if this is the case by comparing the **CROWN UPIs** for the suspected duplicate patients. If the **CROWN UPIs** are the same, then the duplication is more than likely caused by duplication in either the admission or treatment record. Check the patient’s **Admit/Discharge Summary** and **Treatment Summary** for duplicate entries and follow the steps provided for resolving the issue.

A. Duplicate Treatment Records

Duplicate patients most often occur when a patient at your facility has two or more treatment records with the same **Treatment Start Date**. To correct the treatment record and remove the duplicate patient, please follow the steps outlined below.

1. Click the **Patients** tab on the CROWNWeb Home screen
2. Click the **PART** tab in the blue sub-menu
3. Click on the **Name** of the duplicated patient on your PART
4. Click the **Admit/Discharge Summary** tab in the gray sub-menu
5. Click on the hyperlinked **Treatment Summary** associated with your unit’s admission record

View Treatment Summary

Admit/Discharge Information ()	
Admit Date: 05/02/2012	Admit Reason: New ESRD Patient
Facility DBA Name: FRESENIUS MEDICAL CARE	
Facility CCN:	Facility NPI:
Discharge Date:	Discharge Reason:

Treatment Summary for Admission

Treatment Start Date	Treatment	Transplant Status	Attending Practitioner
05/02/2012	Dialysis Facility/Center Hemodialysis	N/A	
05/02/2012	Dialysis Facility/Center Hemodialysis	N/A	

Same date.

6. Click into each of the treatment records to determine if there are any discrepancies in the treatment information

View Treatment Information

Dialysis Treatment Information ()	
Treatment Start Date: 05/02/2012	Dialysis Time Period:
Primary Dialysis Setting: Dialysis Facility/Center	Primary Type of Treatment: Hemodialysis
Expected Self-Care Setting:	Time Per Session (in minutes): 240
Sessions Per Week: 3.0	Attending Practitioner:
Attending Practitioner UPIN:	Attending Practitioner NPI:
Type Of Dialysis Training:	
Dialysis Training Begin Date:	Dialysis Training End Date:

No time period.

View Treatment Information

Dialysis Treatment Information ()	
Treatment Start Date: 05/02/2012	Dialysis Time Period: Daytime
Primary Dialysis Setting: Dialysis Facility/Center	Primary Type of Treatment: Hemodialysis
Expected Self-Care Setting:	Time Per Session (in minutes): 240
Sessions Per Week: 3.0	Attending Practitioner:
Attending Practitioner UPIN:	Attending Practitioner NPI:
Type Of Dialysis Training:	
Dialysis Training Begin Date:	Dialysis Training End Date:

Time period.

7. If the information is **exactly** the same, or if the only discrepancies lie outside of the main treatment fields (i.e. primary dialysis setting, primary type of treatment, sessions per week, time per session, or attending practitioner), you will edit the treatment record with the least information; navigate back to that treatment if it was the first one you checked
 - a. If the discrepancies lie within the main treatment fields, you must determine if and when the changes in any of these fields occurred and then simply **edit** the appropriate treatment start date to reflect the changes; if the changes never occurred, you will proceed with Steps 8-15 to remove the inaccurate treatment information
8. Click **Edit Treatment** in the gray sub-menu
9. Change the **Treatment Start Date** to “today” (whichever date you are correcting this record)

Edit Treatment Information

Dialysis Treatment Information -

*Treatment Start Date 05/02/2012

*Primary Dialysis Setting Dialysis Facility/Center Treatment Start Date

Expected Self-Care Setting

*Primary Type of Treatment Hemodialysis

Sessions Per Week 3.0 Time Per Session (in minutes) 240

*Attending Practitioner

Attending Practitioner UPIN

Type Of Dialysis Training

Dialysis Training Begin Date mm/dd/yyyy

Attending Practitioner NPI

Dialysis Training End Date mm/dd/yyyy

Submit Reset Delete

10. Click **Submit** (make sure the attending practitioner field is populated)
11. Click the **Treatment Start Date** of “today” for the record you just changed

“Today”

Treatment Summary for Admission

Treatment Start Date	Treatment	Transplant Status	Attending Practitioner
03/01/2013	Dialysis Facility/Center Hemodialysis	N/A	
05/02/2012	Dialysis Facility/Center Hemodialysis	N/A	

12. Click **Edit Treatment** in the gray sub-menu
13. Click **Delete** beneath the treatment information

Edit Treatment Information

Dialysis Treatment Information -

*Treatment Start Date 03/01/2013

*Primary Dialysis Setting Dialysis Facility/Center

Expected Self-Care Setting

*Primary Type of Treatment Hemodialysis

Sessions Per Week 3.0 Time Per Session (in minutes) 240

*Attending Practitioner

Attending Practitioner UPIN

Type Of Dialysis Training

Dialysis Training Begin Date mm/dd/yyyy

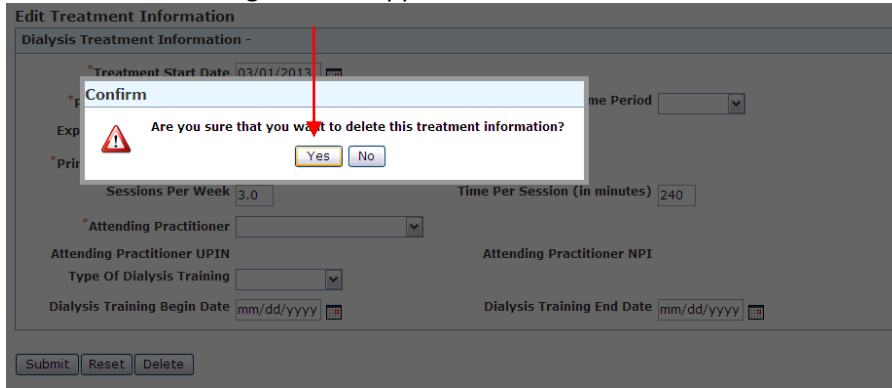
Attending Practitioner NPI

Dialysis Training End Date mm/dd/yyyy

Submit Reset Delete

Delete

14. Click **Yes** in the dialog box that appears



15. Your patient's treatment summary should now only have one treatment record with that start date

View Treatment Summary

Admit/Discharge Information ()	
Admit Date: 05/02/2012	Admit Reason: New ESRD Patient
Facility DBA Name: FRESSENIUS MEDICAL CARE	Facility NPI:
Facility CCN:	Discharge Reason:
Discharge Date:	

Treatment Summary for Admission

Treatment Start Date	Treatment	Transplant Status	Attending Practitioner
05/02/2012	Dialysis Facility/Center Hemodialysis	N/A	

NOTE: Most duplicate treatment records are created through batch uploads into CROWNWeb from your internal system. Double check the treatment information in your internal system and make any corrections necessary so that CROWNWeb and your internal system match.

B. Duplicate Admission Records

Duplicate patients sometimes occur when a patient has two or more admission records to your unit with the same **Admit Date**. To correct the admission information and remove the duplicate patient, please follow the steps outlined below.

1. Click the **Patients** tab on the CROWNWeb Home screen
2. Click the **PART** tab in the blue sub-menu
3. Click on the **Name** of the duplicated patient on your PART
4. Click the **Admit/Discharge Summary** tab in the gray sub-menu
5. Click the **Admit Date** to your unit that has a **Discharge Date** and a **Discharge Reason**

Admit/Discharge Summary ()

Admit Date	Admit Reason	Admit Facility	Discharge Date	Discharge Reason	Treatment	Physician	Treatment Summary
05/01/2012	Transfer In	FMC DIALYSIS SERVICES			Dialysis Facility/Center Hemodialysis		Treatment Summary
05/01/2012	Transfer In	FMC DIALYSIS SERVICES	05/01/2012	Transfer	Dialysis Facility/Center Hemodialysis		Treatment Summary
11/26/2008	New ESRD Patient	FRESSENIUS MEDICAL CARE	04/30/2012	System Discharge	Dialysis Facility/Center Hemodialysis		Treatment Summary

Same admit date.

6. Click **Edit Admit/Discharge** in the gray sub-menu

Hide Help

Context Sensitive Help

Help

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View Admit/Discharge Information

Patient Admission Information () Submit Date: 03/01/2013

Admit Date: 05/01/2012 Admit Reason: Transfer In

Facility DBA Name: [FMC DIALYSIS SERVICES](#)

Facility CCN: Facility NPI:

Transient Status: No

Patient Discharge Information

Discharge Date: 05/01/2012 Discharge Reason: Transfer

Transfer Discharge Subcategory: Dialysis Facility

7. Click **Delete** beneath the discharge information

Edit Admit/Discharge Information

Patient Admission Information - Submit Date: 03/01/2013

* Admit Date: 05/01/2012

* Admit Reason: Transfer In

² Facility CCN: ² Facility NPI:

* Facility DBA Name: FMC DIALYSIS SERVICES

* Transient Status: No

Patient Discharge Information

* Discharge Date: 05/01/2012

* Discharge Reason: Transfer

Involuntary Discharge Subcategory:

Transfer Discharge Subcategory: Dialysis Facility

8. Click **Yes** in the dialog box that appears

Edit Admit/Discharge Information

Patient Admission Information - Submit Date: 03/01/2013

* Admit Date: 05/01/2012

* Admit Reason: Transfer In

² Facility CCN: ² Facility NPI:

* Facility DBA Name: FMC DIALYSIS SERVICES

* Transient Status: No

Patient Discharge Information

* Discharge Date: 05/01/2012

* Discharge Reason: Transfer

Involuntary Discharge Subcategory:

Transfer Discharge Subcategory: Dialysis Facility

Confirm

Are you sure that you want to delete this Admission and all related treatment information?

9. Your patient's admit/discharge summary should now only have one admission record with that start date

Info:

- Patient Admit Discharge Deleted

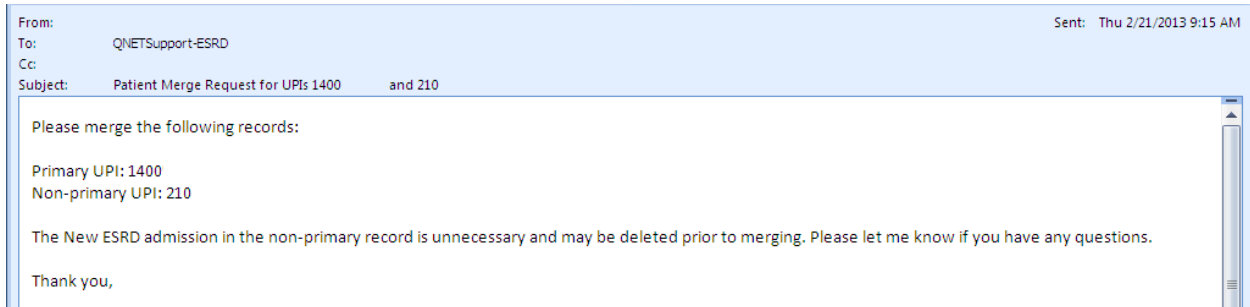
Admit/Discharge Summary (

Admit Date	Admit Reason	Admit Facility	Discharge Date	Discharge Reason	Treatment	Physician	Treatment Summary
05/01/2012	Transfer In	FMC DIALYSIS SERVICES			Dialysis Facility/Center Hemodialysis		Treatment Summary
11/26/2008	New ESRD Patient	FRESENIUS MEDICAL CARE	04/30/2012	System Discharge	Dialysis Facility/Center Hemodialysis		Treatment Summary

C. Duplicate Patient Records

If the **CROWN UPIs** are different, the patient record itself has probably been duplicated in CROWNWeb. Double check the six key identifiers of **First Name, Last Name, Date of Birth, Gender, Social Security Number, and Medicare Claim Number** for each UPI and determine the discrepancy. (Sometimes the discrepancy can lie in the patient's address, even though it is not a key identifier.) Correct the discrepancy in CROWNWeb and/or your internal system. Then email or call the QualityNet Help Desk to merge the two records. **DO NOT** email patient information to the QualityNet Help Desk. Provide only the CROWN UPIs to be merged.

Example email:



NOTE: Patient records cannot have more than one **New ESRD Patient** event. If both records have this event, inform the QualityNet Help Desk which one they can delete in order to complete the merge. **If any of the admission records in either of the records belong to a unit outside of Network 14, contact the Network 14 office for assistance with the merge request.** If the completed merge results in a duplicate admission record for your unit, follow the steps provided above to resolve the issue.