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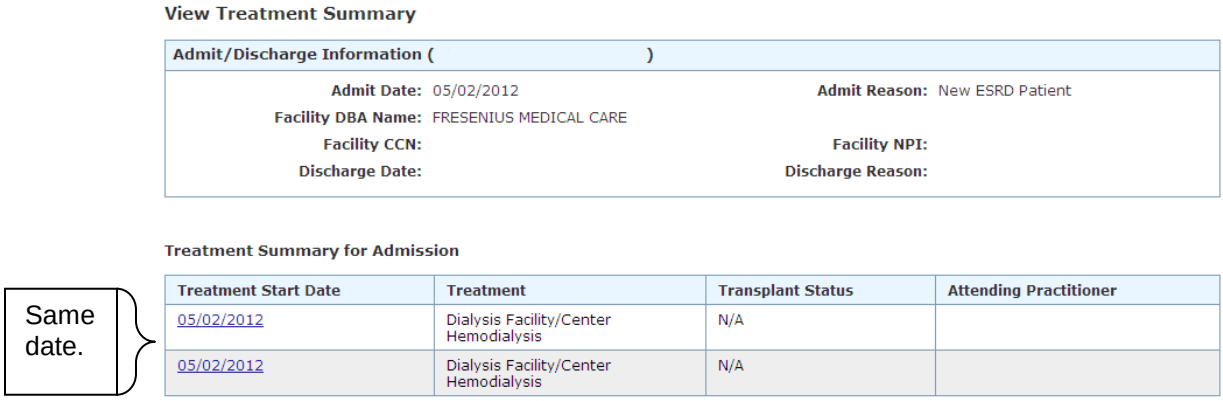
Correcting a Duplicate Patient

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.

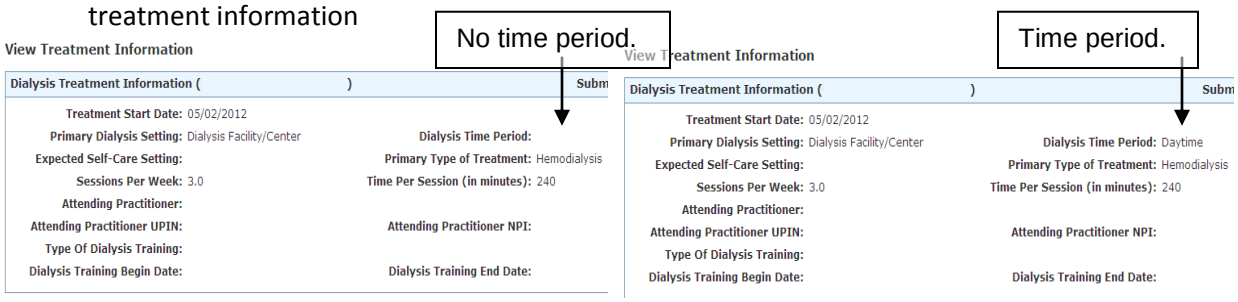
A. Duplicate Treatment Records

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.

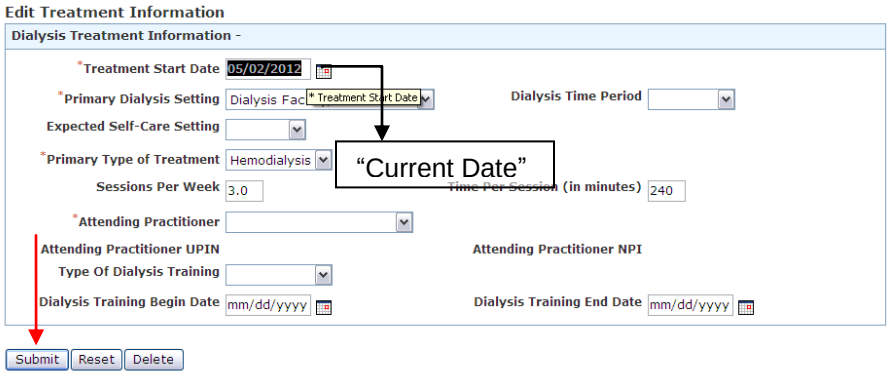
1. Click the **Patients** tab on the CROWNWeb Home screen
2. Click the **PART** tab in the blue sub-menu
3. Click on the **Name** of the duplicated patient on your PART
4. Click the **Admit/Discharge Summary** tab in the gray sub-menu
5. Click on the hyperlinked **Treatment Summary** associated with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



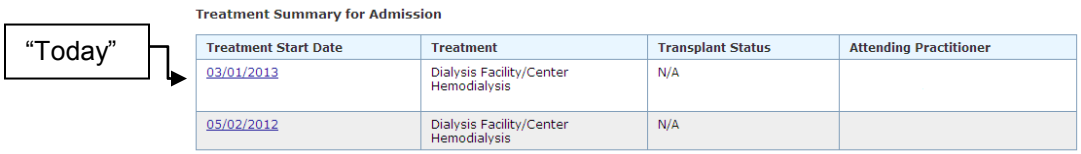
6. Click into each of the treatment records to determine if there are any discrepancies in the treatment information



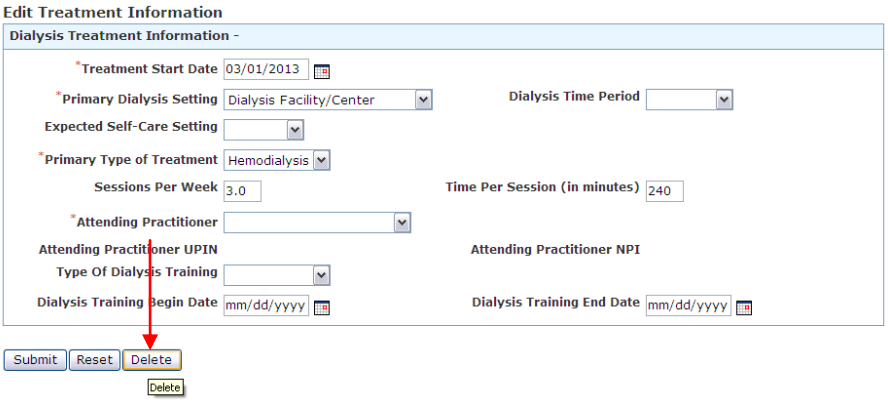
7. If the information is **exactly** the same, or if the only discrepancies lie outside of the main treatment fields (i.e. primary dialysis setting, primary type of treatment, sessions per week, time per session, or attending practitioner), you will edit the treatment record with the least information; 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)



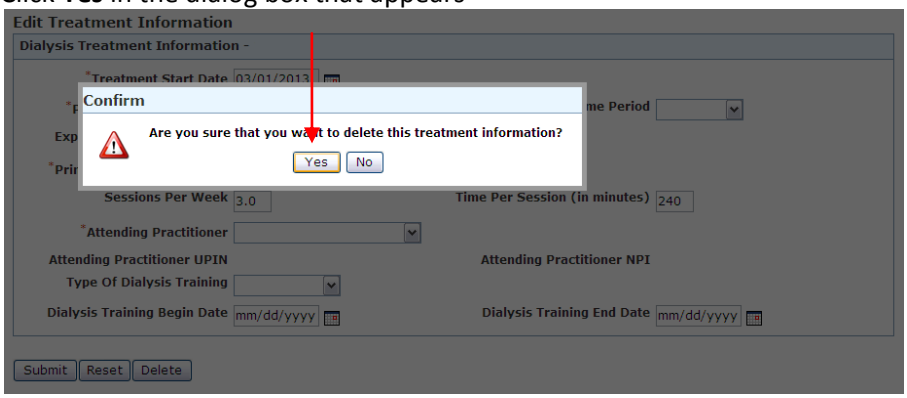
10. Click **Submit** (make sure the attending practitioner field is populated)
11. Click the **Treatment Start Date** of "today" for the record you just changed



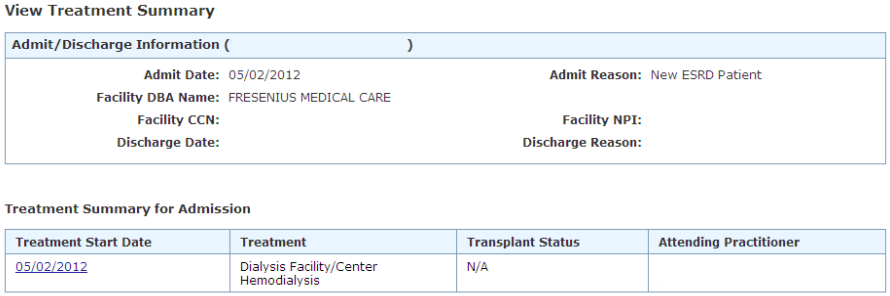
12. Click **Edit Treatment** in the gray sub-menu
13. Click **Delete** beneath the treatment information



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



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**

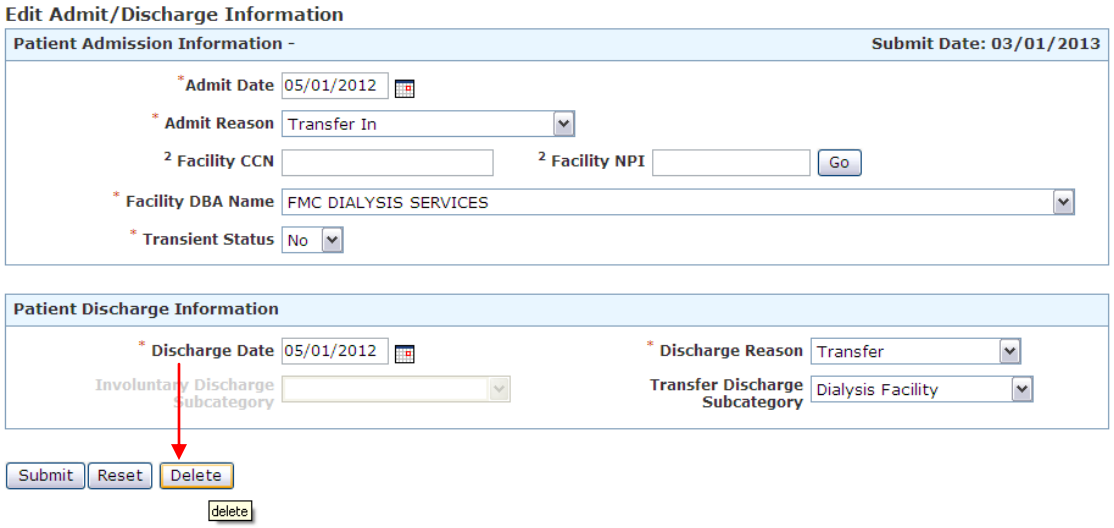
Admit/Discharge Summary ( )

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	FRESENIUS MEDICAL CARE	04/30/2012	System Discharge	Dialysis Facility/Center Hemodialysis		Treatment Summary

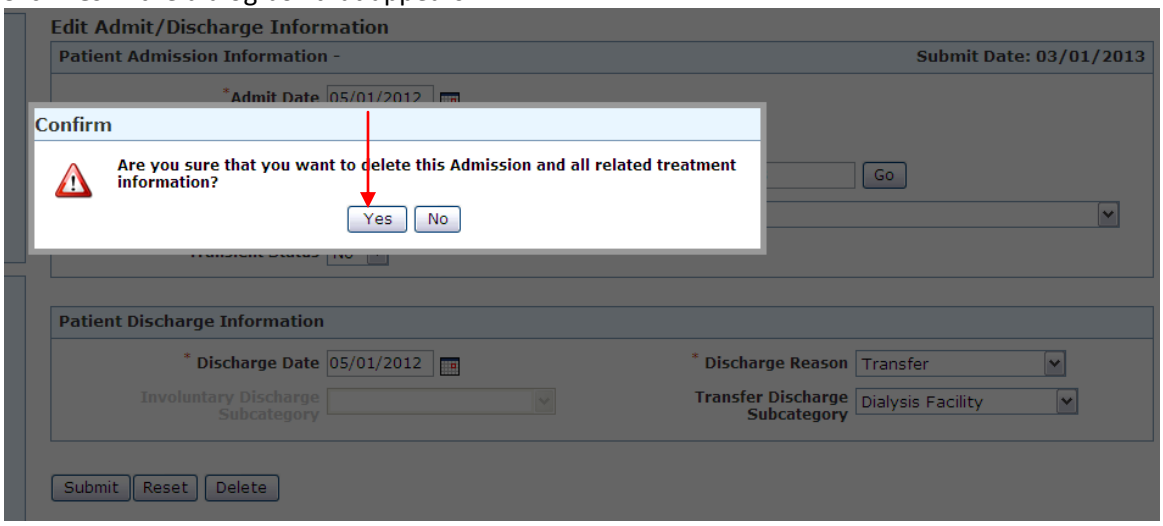
Same admit date.

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

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



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



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

Info:
- Patient Admit Discharge Deleted

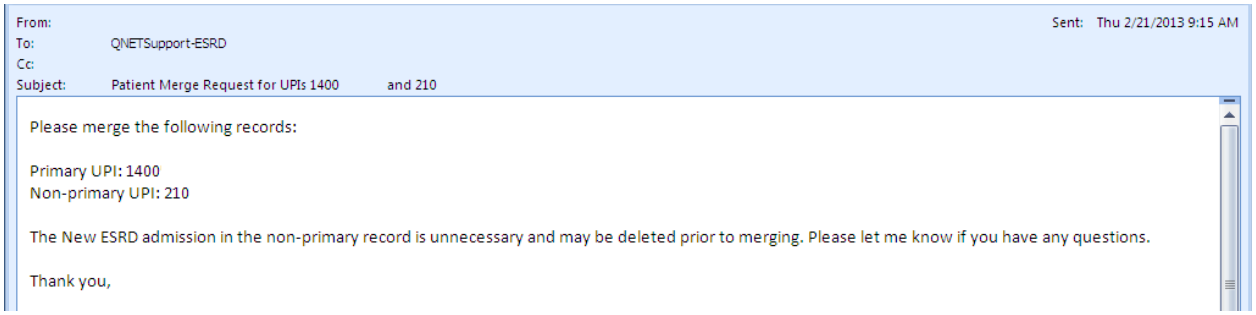
Admit/Discharge Summary ( )

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.