



Before you discharge your patient from CROWNWeb:



1. Have you made efforts to locate the patient?

Efforts might include:

- Mobile Crisis referral
- Wellness checks
- Phone calls to the patient and their caregivers
- Coordination with the patient's outpatient services (ex: case management – housing/ mental health/health home)
- Registered letters to patient

2. After all efforts are made to locate the patient, is it determined that the patient is lost?

- No contact with the patient
- No reports of the patient at home
- No reports of the patient at a hospital
- No contact with patient's family

3. If the location of the patient is known and they are not coming to treatment, you cannot discharge. Discharge for noncompliance is a violation of the Conditions for Coverage V.766 or V.767 (<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/downloads/SCletter09-01.pdf>)

- » Discuss with the patient what their barriers are to returning to treatment at the facility.
- If the patient is utilizing a particular hospital's emergency department for care instead of returning to your facility, ask the patient their reason. Collaborating with the hospital case management department may be helpful in assisting with mitigating barriers.
- Utilize resources to assist: Mobile Crisis, Wellness checks, Adult Protective Services.

4. If a patient is out of the unit for 30 days' time you cannot discharge out of CROWNWeb. (if the patient's whereabouts are unknown)

- If the patient is hospitalized, coordinate a discharge plan for the patient with the case manager / social worker.
- Discharge the patient from CROWNWeb once the patient has begun treatment at another facility.
- If you discharge after thirty days it is considered an Involuntary Discharge. This must be reported to the IPRO ESRD Network of New York and New York State Department of Health.
(the facility must do their due diligence to find the patient and can not discharge if the patient's location is known)

5. If the patient is no longer medically suitable for outpatient dialysis at your dialysis facility, has a transfer to another specialized facility been pursued?

Is the patient no longer medically suitable for outpatient dialysis?

Has this decision been discussed with the patient and their family/caregiver? Have all options been discussed?

- home modality
- nursing home placement
- hospice
- Discontinuation of dialysis

Contact the IPRO ESRD Network of New York's Patient Services department at 516 209 5624 if you have specific questions related to your patient.



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IPRO End-Stage Renal Disease Network of New York

1979 Marcus Avenue, Lake Success, NY 11042-1072

Patient Toll-Free: (800) 238-3773 • Main: (516) 209-5578 • Fax: (516) 326-8929

E-mail: info@nw2.esrd.net • Web: network2.esrd.ipro.org

This material was developed by IPRO End-Stage Renal Disease (ESRD) Network of New York, the ESRD Organization for New York State, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The content presented in this resource do not necessarily reflect CMS policy. CMS Contract Number: HHSM-500-2013-NW002C