Working With Gap Patients

**Goal:** Learn to locate and resolve Gap patients in CROWNWeb.

**Estimated Time:** 20 to 25 minutes
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Course Goals

By completing this course, you will be able to:

- **Understand** what a Gap patient is, and how a patient enters Gap status.
- Use CROWNWeb to **find** Gap patients.
- **Identify** Gap patients and **resolve** their Gap status (if possible).
Before You Begin...

Before you can complete this procedure, the following conditions must be met:

- You must be a **Network level** user to run a Gap Report.
- Only a **Network Patient Editor** can resolve Gap status for a patient.
- You must have patients that are currently in a Gap status.
- You must have **scope** over the facilities for which you are attempting to view Gap patients.

Let’s get started!
What Is a Gap Patient?

Gap patients are patients who:

- Are not currently associated with a facility.
- Have no death information associated with them.
- Have not been re-admitted after being discharged from a facility.

ESRD Networks will resolve Gap patients in CROWNWeb by locating the patient and admitting them to a facility, or by entering death information for the patient.
How Do Patients Become Gap?

1. The patient left a facility (voluntarily or involuntarily), and was never re-admitted at a different facility.

2. The patient was accidentally admitted and then discharged from a facility, but was never re-admitted at the original facility.

3. Instead of being admitted as a transient patient, the patient was admitted as a regular patient for temporary care.

4. The patient went on vacation and was temporarily discharged from a facility, but was never admitted back to their home facility.
Search for Gap Patients

The following interactive tutorial will help explain how to search for Gap patients in CROWNWeb.

1. Click Patients
From the CROWNWeb Home Page, click Patients. The Search for Patients screen displays.

2. Click Gap Patients
Click Gap Patients in the sub-menu. The Gap Patients screen displays.

3. Filter Date Range
Using the Filter field drop-down list, refine your search to for Gap patients. Search options include:
   - Less than 30 days
   - 31-60 days
   - 61-90 days or
   - More than 90 days

4. Select Network or Facility
Select whether your search will include the entire Network or a single facility.

5. Enter Facility Information
   - If selecting a single facility, enter either the Facility CCN or Facility NPI, and click Go. This populates the Facility DBA Name field.
   - Select a facility from the drop-down list, then click Search.

6. Gap Patient List Displays
CROWNWeb processes your search and returns a list of Gap patients based on your search criteria.
Exploring the Gap Patient Search Results Screen

The following interactive tutorial will help explain how to explore the results of a sample Gap patient search in CROWNWeb.

**Patient Name**
The Patient Name column contains the names of any patients that matched your search criteria.

You can click the Patient Name column heading (the blue link) to sort the results by patient last name. Click again to sort in opposite order (for example, alphabetical A-to-Z to alphabetical Z-to-A).

To access a patient record, click the name of the patient. The patient's CROWNWeb record will display.

**DOB (age)**
The DOB (age) column contains the date of birth of any patients that matched your search criteria, as well as the age of each patient (in parentheses).

You can click the DOB (age) column heading (the blue link) to sort the results by patient age. Click again to sort in the opposite order (For example: oldest>youngest to youngest<oldest).

**Gender**
The Gender column identifies the gender of all patients in the search results.

You can click the Gender column heading (the blue link) to sort the results by gender. Click again to sort in the opposite order (For example, males first instead of females first).
Exploring the Gap Patient Search Results Screen (continued)

Discharge Info
The Discharge Info column contains the date and reason that the patient was discharged. This is the last known event before the patient entered Gap status.

You can click the Discharge Info column heading (the blue link) to sort the results by discharge date. Click again to sort in reverse order.

To access the specific discharge information for the patient, click the discharge date and reason link. CROWNWeb will display the View Admit/Discharge Information screen for that patient.

Setting
The Setting column identifies the physical location of the patient's treatment.

You can click the Setting column heading (the blue link) to sort the results. Click again to sort in reverse order (For example, Dialysis Facility last instead of first).

To access the dialysis treatment information for the patient, click the Setting column link for that patient. CROWNWeb will display the View Treatment Information screen for that patient.

Treatment
The Treatment column identifies the type of dialysis for the listed patients.

You can click the Treatment column heading (the blue link) to sort the results. Click again to sort in reverse order (for example, Hemodialysis last instead of first).

To access the dialysis treatment information for the patient, click the Treatment column link for that patient. CROWNWeb displays the View Treatment Information screen for that patient.
Exploring the Gap Patient Search Results Screen (continued)

**Last Facility**
The **Last Facility** column identifies the last admit location for the Gap patient. You can click the **Last Facility** column heading (the blue link) to sort the results. Click again to sort in reverse order (for example, Facility XYZ last instead of first).
Troubleshooting

Commonly experienced problems, recognized solutions, and other key information:

- If a facility accidentally admits a patient and then discharges them, that patient is NOT automatically re-admitted to the previous facility! Contact the relevant facility to correct this situation.
- Remember! Only entering death information for a patient or re-admitting a patient to a facility can terminate Gap status for that patient.
Summary

To identify Gap patients and resolve their Gap status:

1. From the CROWNWeb Home Page, click **Patients**.
2. Click **Gap Patients**.
3. Enter search criteria, click **Search**.
4. From the list that displays, click the **patient name** link to access the patient’s CROWNWeb record.
5. Re-admit the patient to a facility, -or- enter death information for the patient.
Frequently Asked Questions

To view Frequently Asked Questions for this topic, click the following link:

ACCESS FAQs

Enter the word “Gap” (or any other applicable keyword) to view FAQ content for that topic.
Simulation

The Working With Gap Patients simulation will allow you to either view the process or interact with a mock version of CROWNWeb to simulate the experience of locating and resolving Gap patients in the system.

- Click the View Simulation button below to view the simulation;
  or
- Click the Bypass Simulation button to skip the simulation and advance to the Working With Gap Patients Quiz.

View Simulation

Bypass Simulation – To Quiz
Help on Pop-up Blocker
Pop-up Blocker Instructions

To turn off pop-up blocker for your web browser when you get the “Pop-up blocked.” message...

Go to the top menu bar and select:

**Tools > Pop-up Blocker > Always Allow Pop-ups from This Site...**

[Return to Simulation]
Quiz

The **Working With Gap Patients** Quiz will test your knowledge on locating and resolving Gap patients in the CROWNWeb system.

- Click the **Take Quiz** button below to take the **Working With Gap Patients** Quiz;
  or
- Click the **Bypass Quiz** button to skip the quiz and advance to the end of the tutorial.

[Take Quiz](#)

[**Bypass Quiz – End Tutorial**](#)

[Help on Pop-up Blocker](#)
Working With Gap Patients Quiz

1. Which of the following is considered a Gap patient? [Select one]
   A. Patient that was not properly discharged from a facility.
   B. Patient that has death information on file.
   C. Patient that is not current admitted to a facility but has no death information.
   D. Any transient patient.

   **Answer:** C. Patient that is not current admitted to a facility but has no death information.

2. What is one way the Network can advise a facility on how to resolve a Gap patient? [Select one]
   A. By entering death information for the patient.
   B. By discharging the patient.
   C. Nothing. The Gap status will resolve itself by the following month.

   **Answer:** A. By entering death information for the patient.

3. If a facility accidentally admits a patient and then discharges them, that patient is not automatically re-admitted to the previous facility.

   **True / False**

   **Answer:** True

4. To prevent Gap patients, the facility should admit visiting patients with a “Transient” status when they arrive for temporary treatment.

   **True / False**

   **Answer:** True; and discharge those patients when their visit is over.

**FINISH TUTORIAL**
Pop-up Blocker Instructions

To turn off pop-up blocker for your web browser when you get the “Pop-up blocked.” message...

Go to the top menu bar and select:

**Tools > Pop-up Blocker > Always Allow Pop-ups from This Site...**

[Return to Quiz]
For More Information

Quick Start Guides
The CROWNWeb Quick Start Guides provide short and simple instructions on tasks users can perform in CROWNWeb, including working with Gap patients.
Click the link below to access the CROWNWeb Quick Start Guides.
GO TO QUICK START GUIDES

Online Help
The CROWNWeb Online Help is a resource that contains instruction on all facets of the CROWNWeb system, including working with Gap patients.
Click the link below to access the CROWNWeb Online Help.
GO TO ONLINE HELP

Field-by-Field Descriptions
The CROWNWeb Field-by-Field Descriptions are an online resource that contains details on every field on screens in the CROWNWeb system.
Click the link below to access the Gap Field-by-Field Descriptions.
GO TO FIELD DESCRIPTIONS

Thank you for taking this tutorial!
This material was prepared by FMQAI, the CROWNWeb Outreach, Communication, and Training contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services.
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