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**Frequently Asked Questions**

The Outreach, Communication, and Training (OCT) Team encourages ESRD Systems users to ask questions via the Q&A panel during training sessions, through post event surveys, by email at [CRAFT@MyCROWNWeb.org](mailto:CRAFT@MyCROWNWeb.org), or through the Help Me Form on [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org). The questions are answered and used by OCT Team in a variety of ways. One approach is by posting them on the FAQ page via the MyCROWNWeb website. Two others are by using them to create training materials and topics for Town Hall Events.

During the May 2019 Town Event, the OCT Team selected twelve of the most frequently asked questions submitted to us by the community during the first quarter of 2019 and presented them to the attendees. These questions covered a wide range of topics such as those submitted in the beginning of the year, which focused on making changes to a patient's attributes page, handling the Depression Screening for a deceased patient, and entering lab values for transient patients.

While questions are typically thought to be specific to the submitter, there are almost always similarities across users and facilities. The OCT Team considers each question to be important, as we strive to have all questions answered within three business days. Our goal is to make sure that you can continue using the ESRD System without skipping a beat.

For a complete listing of the Questions and Answers covered in the May Town Hall Event, please see the Events Page at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org) to view the recording and print the PDF slides.

**Special Note:**

There are some cases where questions cannot be answered immediately and may need to be submitted to the Help Desk (reachable at 866-288-8912 and [gnetsupport-esrd@hcqis.org](mailto:gnetsupport-esrd@hcqis.org)) or CMS (via OCT) for additional support in order to get the appropriate answer.

# Getting a Head Start

While Depression Screening will not be due until the end of 2019 calendar year, there are some facilities and patients who have started meeting the requirements listed in CROWNWeb. Re-acquainting yourself with both facility and patient requirements, will assist you in getting the information submitted into the system in a timely manner with the least amount of burden.

For step-by-step instructions on completing the Depression Screening in CROWNWeb, please visit the Help File at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org). Additionally, last year's powerpoint on Depression Screening can be found on the Education page by using the Training Videos link and selecting the New User Training video.

## UPCOMING

### Town Hall Event



## CROWNWeb Town Hall

June 27 • 2-3pm ET

## Missed an Event?

### Have you missed an ESRD Systems Event?

All New User Training, Specialty Trainings, and Town Hall Events presented by the OCT Team are featured at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org) and are available for review and download. Additionally, the site is the main source of step-by-step instructions on all things ESRD Systems and for announcements from CMS on system updates and outages.

Can't find something on the website? Please email the OCT team at [CRAFT@MyCROWNWeb.org](mailto:CRAFT@MyCROWNWeb.org).

## Clinical Closures

Clinical closure dates apply to all Collection Types (Hemodialysis and Peritoneal Dialysis). Additionally, clinical data submissions apply to all submission methods.

Reporting Month	Clinical Closure Date
April 2019 Clinical Month	July 1, 2019 at 11:59 PM PT
May 2019 Clinical Month	July 31, 2019 at 11:59 PM PT
June 2019 Clinical Month	September 3, 2019 at 11:59 PM PT



For future newsletter suggestions or other questions, contact: [craft@MyCROWNWeb.org](mailto:craft@MyCROWNWeb.org)

*The information included as part of this newsletter is current as of the date of release.*

[www.MyCROWNWeb.org](http://www.MyCROWNWeb.org)