

## Incorrectly Discharged Patient Clean-up in CROWNWeb

- 1) **Search** for desired patient in CROWNWeb.
- 2) Click on the patient's **CROWN UPI Number**.
- 3) Click on **Admit/Discharge Summary**.
  - a) Locate and correct the Incorrectly Discharged Patient:
    - i) If patient is still at your facility:
      - (1) Click on **Admit Date**.
      - (2) Click on **Edit Admit/Discharge**.
      - (3) Delete **Discharge Date**.
      - (4) Change **System Discharge** to blank field.
      - (5) Click **Submit**.
        - (a) If you cannot delete the discharge information and the patient needs to be a transient at their new facility, please contact that facility to make the patient a transient.
    - ii) If patient is discharged from your facility:
      - (1) Click on **Admit Date**.
      - (2) Click **Edit Admit/Discharge**.
      - (3) Change **System Discharge** to the correct Discharge reason.
      - (4) Click **Submit**.
  - b) If there is a Back-to-Back Discharge/Admission in the Admit/Discharge Summary for your facility:
    - i) Delete the incorrect **Admit Record**:
      - (1) Click on **Admit Date**.
      - (2) Click **Edit**.
      - (3) Click **Delete**.
    - ii) Fix the Discharge by removing it:
      - (1) Click on **Admit Date**.
      - (2) Click **Edit**.
      - (3) Click **Delete Discharge Date**.
      - (4) Change the **Discharge Reason** to a blank field.
      - (5) Click **Submit**.
- 4) Click on **Treatment Summary** aligned with your facility and check to see if there is a Treatment Start Date that matches the Admit Date.
  - a) If a treatment has not been entered already:
    - i) Click on **Add Treatment**.
    - ii) Create a Treatment Record dated the same as the Admit Date (dates have to match).
    - iii) Click **Submit**.