

### Reporting Lost to Follow-Up Process

- This event should rarely be used. The facility is to make every effort to locate the patient.
- Enter this discharge event in CROWNWeb after the facility makes every effort to locate a patient but does not know where the patient is.
- Do not use this event when a patient communicates the decision to discontinue dialysis or has transferred out to another facility.

If a patient's whereabouts are truly unknown, ESRD Network 18 expects to see the following has occurred and has been documented appropriately:

- The patient has been contacted via telephone after each missed treatment for at least a two- week period. The patient's emergency contacts should also be contacted as well as any hospitals in which the patient is known to have been admitted.
- After two weeks of having no verbal response, a letter of concern should be sent to the patient's home via certified mail. Please allow the patient a period of approximately two weeks to respond to the letter.
- If there is no contact after the letter of concern has been mailed, the facility must contact the police to conduct a welfare check. Facility staff is also encouraged to conduct a welfare check especially for patients that use peritoneal dialysis (PD) or home-hemodialysis and are used to receiving in-home services.
- The patient's nephrologist should be contacted to inquire if the patient has been in touch with their office.

Once all steps have been carried out and there has been absolutely no contact from the patient, emergency contacts, hospitals, or the nephrologist, this patient may be considered "Lost to Follow- Up." This category is only to be used once all resources have been exhausted, and it is determined that the patient does not fall into any other category of transfer/discharge. Should you have any questions about the Lost to Follow-Up process, please contact ESRD Network 18 Patient Services Department so that we may assist you.