



# Access to Care Management: A Guide for Dialysis Facilities

The Network strives to ensure appropriate access to care for individuals who require life-sustaining dialysis treatment by partnering with facility staff to identify and address barriers. Understanding the impact of each situation and how they should be handled can foster positive outcomes.

Case Type	Description	Interventions
<b>Transfer</b>	A patient is transferred to another unit or to the hospital.	<ul style="list-style-type: none"> <li>Facility can transfer a patient to another facility if the patient requests for a transfer and was accepted by another facility.</li> <li>If a patient is transferred to a hospital/or remains in the hospital for more than 30 days, the facility is responsible to re-accept the patient upon discharge from the hospital.</li> <li>In the event the facility does not have an available chair, the facility needs to arrange for placement at a sister’s facility.</li> </ul>
<b>Discontinuation or Withdrawal of Treatment</b>	A patient has not shown up for treatment for an extended period. The facility continues to have ongoing contact with the patient. The patient has verbalized the desire to discontinue treatment.	<ul style="list-style-type: none"> <li>Document all efforts to contact patient and/or support system.</li> <li>Complete a Root Cause Analysis (RCA) with the patient to identify barriers to treatment.</li> <li>Contact the Network to discuss the voluntary discharge procedure provided by CMS.</li> <li>Send a letter of intent to the patient acknowledging discontinuation of treatment.</li> <li>Notify State Surveyor Agency.</li> <li>The facility must re-accept the patient if the patient chooses to resume treatments.</li> </ul>
<b>Lost to Follow Up (LTFU)</b>	The facility has had <b>NO</b> contact with the patient. Patient has not come to treatment for 30 days/13 treatments. All attempts to make contact have not yielded any results.	<ul style="list-style-type: none"> <li>Review facility’s LTFU policy.</li> <li>Contact legal department if applicable.</li> <li>Document all efforts made to contact the patient including their identified emergency contacts, local hospitals, completed wellness checks, and letters of concern.</li> <li>Notify the Network.</li> <li>The facility is to re-accept the patient if the patient is located and chooses to resume treatments.</li> </ul>

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Case Type	Description	Interventions
<b>Involuntary Transfer (IVT)</b>	The facility has made the decision to transfer the patient to another facility without the patient's consent.	<ul style="list-style-type: none"> <li>Review facility's IVD policy and the CMS Conditions for Coverage to ensure you are adhering to the policy and procedures.</li> <li>All efforts to resolve the problem in the facility have failed.</li> <li>The areas of concerns and interventions to address problem have been properly documented.</li> <li>Notify the Network and the State Surveyor Agency of an IVT.</li> <li>The patient has been connected to a new facility.</li> </ul>
<b>Involuntary Discharge (IVD)</b>	An IVD is a discharge initiated by the treating dialysis facility without the patient's agreement. Patient is given a 30-day discharge notice.	<ul style="list-style-type: none"> <li>Before considering an IVD, the facility's interdisciplinary team (IDT) should conduct a thorough assessment of the situation, develop a plan to address any problems or barriers the patient may be experiencing. Discharging a patient should always be the last course of action.</li> <li>Review facility's IVD policy and the CMS Conditions for Coverage to ensure the facility is adhering to the policy and procedures.</li> <li>Contact the facility's legal department if applicable.</li> <li>Notify the Network and the State Surveyor Agency if case escalates to an IVD. Notification should be provided prior to the patient's notification.</li> </ul>
<b>Immediate Involuntary Discharge (Immediate IVD)</b>	An immediate IVD is a discharge initiated by the treating dialysis facility. A patient who is immediately IVD will no longer be permitted to receive treatment in his/her current facility effective immediately.	<ul style="list-style-type: none"> <li>In cases of immediate severe threat to the health and safety of others, the facility may use an abbreviated IVD procedure.</li> <li>Before considering an immediate IVD, the facility's interdisciplinary team (IDT) should conduct a thorough assessment of the situation. Discharging a patient immediately should always be the last course of action.</li> <li>Contact the facility's legal department if applicable.</li> <li>Notify the Network and the State Surveyor Agency.</li> </ul>



End-Stage Renal Disease  
Network Program

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