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Generate, Access, and Print a Report

1 From the CROWNWeb Home Page, click **Reports**. The *Facility Reports* screen displays.

2 Click on the desired report. The *Criteria Selection* screen displays.

3 Enter the desired criteria, click **Finish**. The *Report Confirmation* screen displays with the message **"Your Report request has been successfully submitted. Return to the My Reports page to get an updated status on the report."**

4 Click on **OK**. The *My Reports* screen displays a table with any reports that have been generated.

5 Click **Report Type, Size** link for the desired report. A File Download dialogue box opens.

6 Click **Open** to open the report, or click **Save** to save the report to your computer.

7 To print a report, when the report is *open* either:

- Press **Ctrl + P**, enter any print parameters and click **OK**.
- Click the **Printer icon** ( ); enter any print parameters and click **OK**.
- Right-click on the report form and select **Print** from the menu that displays. Enter any print parameters and click **OK**.

Manage Role

1 From the CROWNWeb *Home Page*, click **Admin**. The *User Account Administration* screen displays.

2 Click **User Role Manager**. The *Manager User Roles* screen displays.

3 Click in the **User Last Name** field and enter the user's last name; or click in the **User ID** field, enter their complete ID and press TAB. The screen refreshes, displaying a list of users who meet the criteria entered.

4 In the **User Name** field, click the name of the desired user. The screen displays the **Roles Assigned** to the selected user in the Manage User Role Screen section.

5 To remove a role from a user, click the role you want removed in the **Roles Assigned**, then click the **left arrow** (<).

6 To add a role to a user, click the role you want to add in the **Roles Available**, then click the **right arrow** (>).

7 When all changes have been made, click **Submit**. The *Manage User Roles* screen redisplays with the message **"User was saved."**

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Manage Scope

1 From the CROWNWeb *Home Page*, click **Admin**. The *User Account Administration* screen displays.

2 Click **Facility User Scope Manager**. The *Manage Facility User Scope* screen displays.

3 Click in the **User Last Name** field and enter the user's last name; or click in the **User ID** field, enter their complete ID and then press TAB. The screen refreshes, displaying a list of users who meet the criteria entered, and their current User Role.

4 Click the **User Name** of the desired user. The screen displays the **Facilities Assigned** to the selected user.

5 To <u>remove</u> a facility from a user, click the facility you want removed in **Facilities Assigned**, then click the **left arrow** (<).

6 To <u>add</u> a facility to a user, click the facility you want to add in **Facilities Available**, then click the **right arrow** (>).

7 Click **Submit**. The *Manage Facility User Roles* screen redisplays with the message **"User was saved."**

View a Facility

1 From the CROWNWeb *Home Page*, click **Facilities**. The *Search Facilities* screen displays.

2 Enter your search criteria, and then click **Search**. The *Facility Search Results* screen displays a list of facilities matching your search criteria.

3 To view information on a facility, click the **CROWN Fac ID** for the desired facility. The *Facility Details (Submitted)* screen displays the facility information.

View a Notification

1 From the CROWNWeb *Home Page,* click **Action List**. The *View Action List* screen displays.

2 If you want to filter by an Action Type, use the drop-down list in the **Action Type** field.

3 Enter either the **Facility CCN** or the **Facility NPI**. Click **Go**.

4 The **Facility DBA Name** field populates with facilities in your scope. Select a facility from the drop-down list.

5 Click **Submit**. The screen redisplays with any Notifications in a table.

View an Accretion

1 From the CROWNWeb *Home Page,* click **Action List**. The *View Action List* screen displays.

2 If you want to filter by an Action Type, use the drop-down list in the **Action Type** field.

3 Enter either the **Facility CCN** or the **Facility NPI**. Click **Go**.

4 The **Facility DBA Name** field populates with facilities in your scope. Select a facility from the drop-down list.

5 Click **Submit**. The screen redisplays with any Accretions in a table.

View and Print a CMS-2746

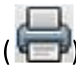
1 From the CROWNWeb *Home Page*, click **Patients**. The *Search for Patients* screen displays.

2 Enter your search criteria, and click **Search**. The *Patient Search Results* screen displays a list of patients matching your search criteria.

3 Click the **CROWN UPI** for the desired patient. The *View Patient Attributes* screen displays.

4 Click either **View 2746 (Saved)** or **(Submitted**) in the gray sub-menu. The *View a Death Notice (2746) – Saved* (or *Submitted)* screen displays.

5. Scroll to the bottom of the screen and click **Print**. The Cognos Viewer displays the CMS-2746 form in PDF format.

6. Click the **printer** icon (); enter any print parameters and click **OK**.

View Existing Patient Attributes

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

2. Enter your search criteria, and then click **Search**. The *Patient Search Results* screen displays a list of patients matching your search criteria.

3. To view attributes for a patient, click the patient's **CROWN UPI** link. The *View Patient Attributes* screen displays.

View Facility Personnel

1. From the CROWNWeb *Home Page*, click **Personnel**. The *Search Personnel* screen displays.

2. Enter your search criteria and click **Search**. The *Personnel Search Results* screen displays a list of personnel who meet the search criteria.

3. To view information on a specific staff member, click his/her name in the Personnel Name column. The *View Personnel Details* screen displays the staff member's detailed information.

View PART Data

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

2. Click **PART** from the sub-menu. The *PART Verification* screen displays.

3. Enter your search criteria; click **Go**. The *PART Verification* screen redisplays a list of all patients meeting the search criteria.

4. Verify the accuracy of PART information for the selected patient by clicking either the **Patient Name**, **Admit/Discharge** and/or **Treatment** links.

View Patient Clinical Information

1. From the CROWNWeb *Home Page*, click **Clinical**. The *Manage Patient Clinical Values* screen displays.

2. To search for one facility, enter the **Facility CCN** or **Facility NPI** and click **Go**; -OR-

3. Select the desired facility from the drop-down list in the **Facility DBA Name** field. The screen refreshes.

4. Select the **Collection Type** from the drop-down list. The screen refreshes.

5. Select the **Clinical Month** from the drop-down list. The screen refreshes.

6. (Optional) To refine your search even more, in the **Last Name Group** field, select from the drop-down list the patients with last names that begin with those letters.

7. In the **Display Patients** field, select from the drop-down list whether to display patients with or without clinical values. Leave blank to select all.

8. Click **Go**. *The Manage Patient Clinical Values* screen refreshes displaying a list of patients in the **Patient** field who meet the search criteria.

9. Select the desired patient from the **Patient** field drop-down list. The screen refreshes, displaying clinical details for the selected patient in the Clinical Values section.

10. If no clinical information has been entered, the following message displays **"No clinical data for selected facility, patient and clinical month."**

View Patient Treatment Information

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

2 Enter your search criteria, and then click **Search**. The *Patient Search Results* screen displays the results based on the search criteria entered.

3 Click the **CROWN UPI** number for the desired patient. The *View Patient Attributes* screen displays the details for the selected patient.

4 Click **Admit/Discharge Summary** in the gray sub-menu. *The Admit/Discharge Summary* screen for the patient displays.

5 Click the date in the Admit Date column. The *View Admit/Discharge Information* screen displays.

6 Click **Treatment Summary** in the gray sub-menu. The *View Treatment Summary* screen displays.

7 Click on the date in the Treatment Start Date column. The *View Treatment Information* screen displays with the summary details of the patient's treatment.

View, Print, and Save Blank Patient Forms and Instructions

1 From the CROWNWeb *Home Page*, click **Reports**. The *Facility Reports* screen displays.

2 In the Patient Forms section, click the desired **Form** or **Instructions**. A new browser window opens displaying the form in PDF format.

3 Click the **Printer icon** (); enter any print parameters and click **OK**.

4 To save the form, click the **Save icon** () and save to your computer.

Work a Notification

1 From the CROWNWeb *Home Page,* click **Action List**. The *View Action List* screen displays.

2 In the **Action Type** field, select either *REMIS Identity Notification* or *Event Notification* from the drop-down list.

3 The **Facility DBA Name** field auto-populates with facilities in your scope (unless you only have scope over one facility). Select a facility from the drop-down list.

4 (Optional) To select a specific facility, enter either the **Facility CCN** or the **Facility NPI**. Click **Go**.

5 Click **Submit**. The screen displays any Notifications listed in a table.

6 Select a **Notification** link in the Action Type column. The *View Notification* screen displays with a table showing what the error(s) is/are in the Value**,** Facility, and/or Treatment columns.

7 If the patient is *not* part of your facility, click the **Escalate** button.

8 In the **Action** field, select the *Investigate* option from the drop-down list.

9 (Optional) Add any comments in the **Comments** field.

10 Click **Submit**. A warning message displays reminding you that the patient data is being updated. A checkbox and message **"To ignore warnings, please select this checkbox and submit"** also displays under the warning message.

11 To ignore the warnings, click the checkbox and click **Submit** again. The screen refreshes and a message displays confirming your update.

12 The Notification will be updated with a status of *Under Investigation*.

Work an Accretion

1. From the CROWNWeb *Home Page,* click **Action List**. The *View Action List* screen displays.
2. In the **Action Type** field, select *REMIS Accretions* from the drop-down list.
3. The **Facility DBA Name** field populates with facilities in your scope (unless you only have scope over one facility). Select a facility from the drop-down list.
4. (Optional) To select a specific facility, enter either the **Facility CCN** or the **Facility NPI**. Click **Go**.
5. Click **Submit**. The screen displays any Accretions listed in a table.
6. Select an **Accretion** link in the Action Type column. The *View Accretion* screen displays.
7. (Optional) Review the screen's information. Add any comments in the **Comments** field.
8. Click either the **Investigate** or **Escalate** Action button, depending on the action needed.
9. The Accretion will be updated with a status of *Under Investigation* or will be escalated to the Network.