When a Dialysis Patient Does Not Appear on the Dialysis Rounding List
For BOTH Physicians and Dialysis Clinics

The solution will be different for a Platinum practice versus a Silver Practice and is also dependent upon whether there is an interface with a practice management (PM) system. Platinum practices use Falcon Physician in their office to see CKD and office patients as well as in Non-DaVita and DaVita clinics. Silver practices only use Falcon Rounding to round on their DaVita patients and use a different EMR in their practice to round on their Non-DaVita patients.

Platinum Practice with a PM System
New DaVita dialysis patients must be registered in the practice's PM system (i.e. Kareo, Athena) in order for them to appear in the dialysis rounding list in Falcon Physician.

Practice staff must obtain and enter the exact same demographics that the DaVita clinic has entered in their system in order for Falcon Physician to match the patient and obtain the patient's clinical information (i.e. lab data, medications, dialysis schedule).

If a known dialysis patient is not appearing on the dialysis rounding list or dialysis data is not being displayed in Falcon Physician please try the following:

- Step 1: Obtain a face sheet from the DaVita clinic with the patient's demographics, and confirm and/or update the patient's data in the practice's PM system.

- Step 2: Ensure that the following fields from that face sheet are entered in your PM system exactly as they appear on the DaVita face sheet:
  a. First Name, Last Name, Middle Name or Initial (if present)
  b. Social Security Number
  c. Date of Birth
  d. Address with Zip Code

Once Falcon Physician receives the patient’s new or updated demographics listed above the match will take place. The patient should be visible on the dialysis rounding Dashboard/Patient Locator in Falcon Physician. Process time is typically two to four hours.
Platinum Practice without a PM System

New DaVita dialysis patients must be entered into Falcon Physician in order for them to appear in the dialysis rounding list.

If a known dialysis patient is not appearing on the dialysis rounding list or dialysis data is not being displayed in Falcon Physician please try the following:

- Step 1: Obtain and enter the exact same demographics that the DaVita clinic has entered in their system in order for Falcon Physician to match the patient and obtain the patient's clinical information (i.e. lab data, medications, dialysis schedule).
- Step 2: Obtain a face sheet from the DaVita clinic with the patient's demographics, and confirm and/or update the patient's data in Falcon Physician. Ensure that the following fields from that face sheet are entered exactly as they appear on the DaVita face sheet:
  a. First Name, Last Name, Middle Name or Initial (if present)
  b. Social Security Number
  c. Date of Birth
  d. Address with Zip Code

Silver Practice

New dialysis patients, including visiting and/or transient patients are automatically registered in Reggie, a DaVita Clinical System. If the patient is active in Reggie for the DaVita clinic, then the patient should appear in Falcon Rounding.

If the patient is not appearing in Falcon Rounding and is active in the center in Reggie:

- Step 1: In Falcon Rounding, check Main Menu > Message Center > Patient Match Confirmation Folder. If the patient is listed in that folder, the practice or provider will need to match the patient to an existing record.

- Step 2: If the patient is not appearing in Falcon Rounding after completing step 1, work with the dialysis center staff to confirm that
  - The patient is assigned to the correct provider and schedule in Reggie
  - The patient has a valid treatment order and treatment schedule in Snappy, and that one of the practice providers is listed as the ordering nephrologist.
Two other scenarios may arise if both the items above do not resolve the issue.

If the patient is present in Falcon Rounding, however the dialysis treatment schedule has not yet populated Falcon Rounding (either on iPad or the Web App in the Dashboard/Patient Locator):

**From the web (on a PC):**

- Step 1: Perform a search for the Patient in Falcon Rounding. Navigate to Main Menu > Patient Manager. Select the “Patients” icon in the top left corner (Patient Search option).
- Step 2: Type the patient's last name to search and select the patient.
- Step 3: To start an encounter once you have selected the patient, navigate to Main Menu > eCharting > Encounter and start the encounter with the green plus (+ Encounter) option.

**From the iPad:**

- Step 1: Select the search icon (lower middle of screen) > type the patient’s name > search and select the patient when it appears > select Add to chart (top right hand corner) > Add HD Encounter from the dropdown.

  Note: Visiting/transient patients will appear in Falcon Rounding as long as the “home clinic” field in Reggie is set to your DaVita clinic and the assigned physician is a provider in your practice.

Patient missing on iPad but all registration information correct and/or patient is on the rounding list in the web app (on a PC):

- Step 1: Check the filter options in the top left corner of the Falcon Rounding app. If the patient is assigned to a provider in the practice other than the provider who is currently logged into the app, change the “Patient List” filter from My Patients to All Patients.

  The page will refresh, and you should now see all patients assigned to all providers in the practice with the option to select the patient.