

KEY ELEMENTS OF NON-COMPLIANCE

To cite deficient practice at F777, the surveyor's investigation will generally show that the facility failed to do any one or more of the following:

- Provide or obtain radiology or other diagnostic services within the timeframe(s) specified in the medical order(s), or obtained or provided these services without an order by a physician; physician assistant; nurse practitioner or clinical nurse specialist in accordance with State and scope of practice laws; **OR**
- Promptly notify the ordering physician, physician assistant, nurse practitioner, or clinical nurse specialist of results according to facility policies and procedures for notification and the medical orders.

F778

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.50(b)(2)(iii) Assist the resident in making transportation arrangements to and from the source of service, if the resident needs assistance.

PROCEDURES

During record reviews and interviews with residents, family members or resident representatives, determine if residents were offered and assisted in making transportation arrangements. In order to "assist" a resident, the facility should consider the resident's clinical, physical, mental, and financial condition. For example, assisting a resident who has limited funds to be transported by a taxi or a private car service when other, more inexpensive options are available would not really be "assisting" the resident. However, this standard is not requiring a facility to defray or cover the costs of transportation either.

If any appointments were canceled due to difficulties with transportation including the costs of transportation, determine if this was a result of facility procedures.

If there are concerns regarding charges to the resident for any of these services, refer to §483.10(f)(10) and (11) - Resident Rights - Self-determination or §483.10(g)(17) and (18) – Information and Communication.

KEY ELEMENTS OF NONCOMPLIANCE

To cite deficient practice at F778, the surveyor's investigation will generally show that the facility failed to do any one or more of the following:

- If required or requested, assist residents in making transportation arrangements to and from the source of service; **OR**
- If any delay by the facility in making these arrangements adversely affected resident care or treatment. If so, also refer to Quality of Care or Quality of Life requirements.

F779

(Rev. 225; Issued: 08-08-24; Effective: 08-08-24; Implementation: 08-08-24)

- Have a written agreement to obtain these services from a provider or supplier that is approved to provide these services under Medicare: **OR**
- If the facility provides its own radiologic or other diagnostic services, the services do not meet the applicable requirements at §482.26.

F777

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.50(b)(2) The facility must—

- (i) Provide or obtain radiology and other diagnostic services only when ordered by a physician; physician assistant; nurse practitioner or clinical nurse specialist in accordance with State law, including scope of practice laws.**
- (ii) Promptly notify the ordering physician, physician assistant, nurse practitioner, or clinical nurse specialist of results that fall outside of clinical reference ranges in accordance with facility policies and procedures for notification of a practitioner or per the ordering physician’s orders.**

GUIDANCE §483.50(b)(2)(i)(ii)

For purposes of this requirement “promptly” means that results shall be relayed, with little or no delay to the ordering physician, physician assistant, nurse practitioner, or clinical nurse specialist according to facility policies and procedures for notification and the medical orders.

Facility policies and procedures should be developed in consultation with the medical director and follow current standards of practice. Such policies may include defining categories where follow-up is required, the urgency of reporting specific concerns, and a process for monitoring the effectiveness of communication to ensure that communication was received, and delegation by the ordering provider to a qualified on-call individual as appropriate.

PROCEDURES

When reviewing the resident’s medical record, surveyors would determine that radiology and other diagnostic services were provided only when ordered by a physician, physician assistant, nurse practitioner or clinical nurse specialist in accordance with State law, including scope of practice laws, and facility staff and the ordering provider(s) were promptly notified of the results.

If results were not acted upon in a timely manner by the physician; physician assistant; nurse practitioner; clinical nurse specialist; or by facility staff as ordered, consider additional review for possible deficient practices under Medical Director, Nursing Services, Quality of Care or Quality of Life requirements. Do not cite any related or associated requirements before first conducting an investigation to determine compliance or non-compliance with the related or associated requirement.