

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)