

END-STAGE RENAL DISEASE QUALITY REPORTING SYSTEM (EQRS)

Emergency Module User Guide for EQRS

May 1, 2025

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Introduction

This Emergency Module User Guide provides the information necessary for dialysis facility staff, ESRD Networks, and authorized staff at large dialysis organizations (LDOs) to use the Emergency Module in the ESRD Quality Reporting System (EQRS).

Background

On April 22, 2025, the Centers for Medicare & Medicaid Services (CMS) released the new Emergency Module in the End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS).

Previously, the Kidney Community Emergency Response (KCER) team used emailed spreadsheets to collect daily Emergency Situational Status Reports (ESSRs) from dialysis facilities in areas affected by a disaster. The new EQRS Emergency Module modernizes this process. When an incident is activated, automated notifications request daily updates on facility status. Staff at affected facilities, ESRD Networks, and large dialysis organizations (LDOs) affiliated with these facilities can provide real-time reports and updates to KCER. The new process will provide KCER with the most current and accurate information from the field. This information will populate real-time dashboards and support information sharing needed to facilitate a robust and expedient response.

Note: In the event of an EQRS system outage during a disaster, the KCER Program will formally notify ESRD Networks, dialysis facilities, and LDOs via email and by posting an alert on the KCER website. Emergency reporting will transition to the manual ESR process, which involves submitting data through emailed spreadsheets. This manual, paper-based process will remain in effect until EQRS functionality is restored. If additional assistance is needed to complete and/or submit manual ESSRs in the event of an EQRS system outage, please communicate with your ESRD Network directly.

Guide Overview

This Emergency Module User Guide has three main sections, followed by a table that defines all acronyms used within the Guide.

- The first section includes **facility disaster reporting requirements for single facilities**. It provides guidance to facility disaster contacts within facilities that are responsible for complying with the reporting requirements for their own facility. In facilities owned by LDOs, reporting may occur at the corporate level rather than by the facility emergency contacts within each dialysis facility.
- The second section provides **guidance to users responsible for reporting information for multiple facilities**. While much of the process is the same, this section addresses additional steps that must be taken to efficiently check or report on the statuses of

more than one facility. This section may be of most interest to users from LDOs or ESRD Networks supporting multiple facilities affected by an incident.

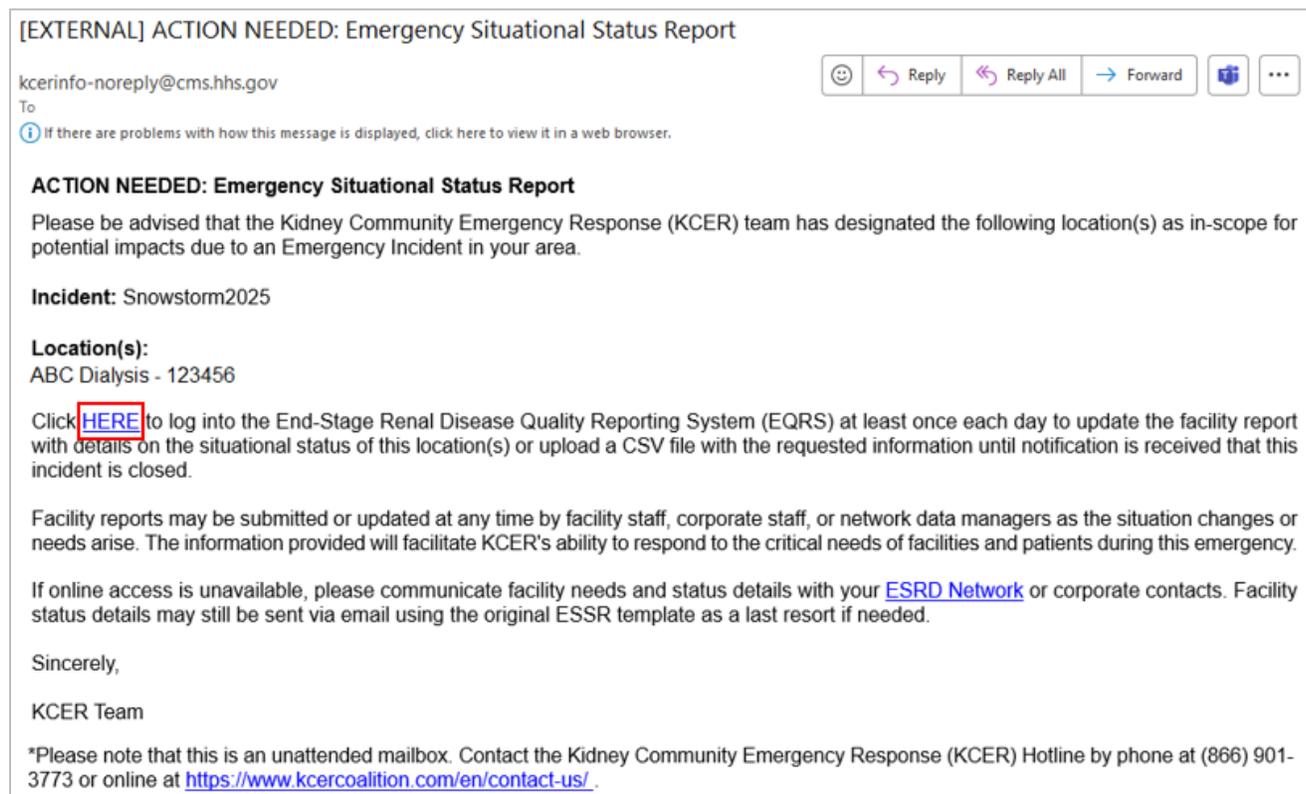
- The final section contains **instructions for completing the ESSR template and for downloading them from EQRS**. Carefully following these downloadable instructions is essential for efficient ESSR template reporting.

Facility Disaster Contact Reporting Requirements for Single Facilities

Once the KCER team has created an incident in EQRS, the facility disaster contact within all affected facilities will receive an email prompting them to add/update their situational status, including operational status, facility impact, generator use and patient census.

In some situations, a facility disaster contact may have limited internet or EQRS access or other disaster-related constraints. In the event of an EQRS system outage during a disaster, the KCER Program will formally notify ESRD Networks, dialysis facilities, and LDOs via email and by posting an alert on the KCER website. Emergency reporting will transition to the manual ESSR process, which involves submitting data through emailed spreadsheets. This manual, paper-based process will remain in effect until EQRS functionality is restored. If additional assistance is needed to complete and/or submit manual ESSRs in the event of an EQRS system outage, please communicate with your ESRD Network directly.

Figure 1. Sample Email Response after Incident Creation



1. You can either click **HERE** in the notification email (Figure 1) or open your Chrome web browser and go to <https://eqrs.cms.gov/>. Both options will take you to the EQRS site. As a reminder, EQRS may not work properly if you are not using Chrome.
2. Click **Sign In** (Figure 2).

Figure 2. Home Page for EQRS



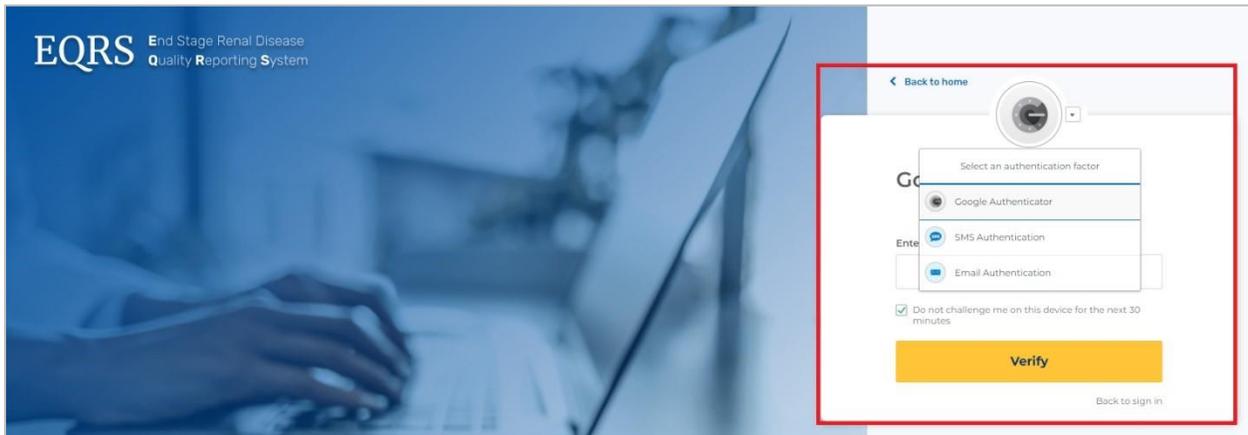
3. The Log into EQRS screen displays. Enter your EQRS username and password.
4. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In** (Figure 3).

Figure 3. EQRS Sign-in Screen



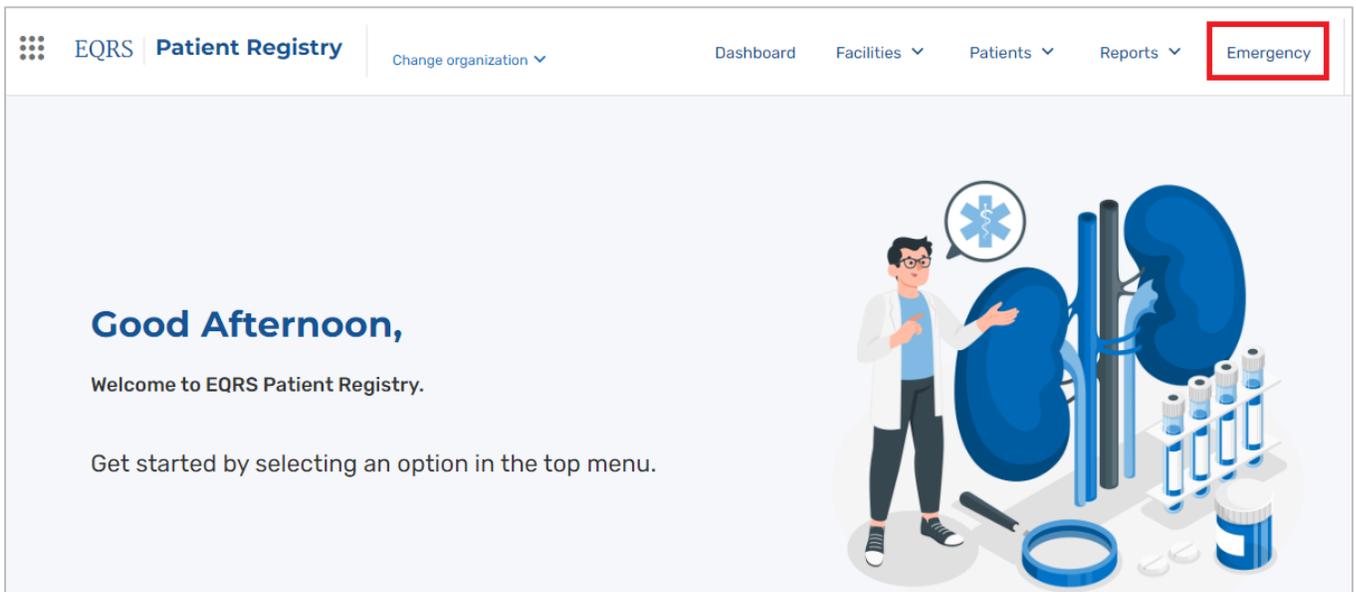
5. A two-factor authentication screen displays (Figure 4).

Figure 4. EQRS Two-factor Authentication Screen



6. Click **Send code** or make the appropriate selections to receive a one-time security code.
7. Enter the security code and click **Verify**.
8. The main landing page for EQRS displays.
9. Click **Emergency** from the navigation menu (Figure 5).

Figure 5. Navigation Menu to Access the Emergency Incidents Screen



10. The Emergency Incidents screen will display (Figure 6).

11. Click on either the **Incident ID** or **Go to Incident** in the row corresponding to the correct Incident Name.

Figure 6. Emergency Incidents Screen

The screenshot shows the 'Emergency Incidents' dashboard. At the top, there are tabs for 'Open Incidents (7)' and 'Closed Incidents (25)'. Below this is a search and filter section with fields for 'Incident Name', 'Network(s)', 'Level of Network Activation', and 'Date Started'. A table below shows 7 records. The first two rows are highlighted with red boxes: the first row has Incident ID 331 and the second row has Incident ID 265. The 'Actions' column for these rows contains a 'Go to Incident' button, also highlighted with a red box.

Incident ID	Incident Name	Started by	Date Started	Network(s)	Level of Network Activation	Facilities Involved	Patients Unaccounted for	Latest Activity	Last Updated	Actions
331	Snowstorm2025	Jane.Doe	03/17/2025	3	1B Alert	1	0	--	03/25/2025	Go to Incident
265	Major Winter Storm	JDoe	03/10/2025	1, 6, 8, 13	4 Major impact	879	108	--	03/10/2025	Go to Incident

12. The Incident screen will display (Figure 7).

13. Click **Provide Update** to provide a status report.

Figure 7. Incident Screen

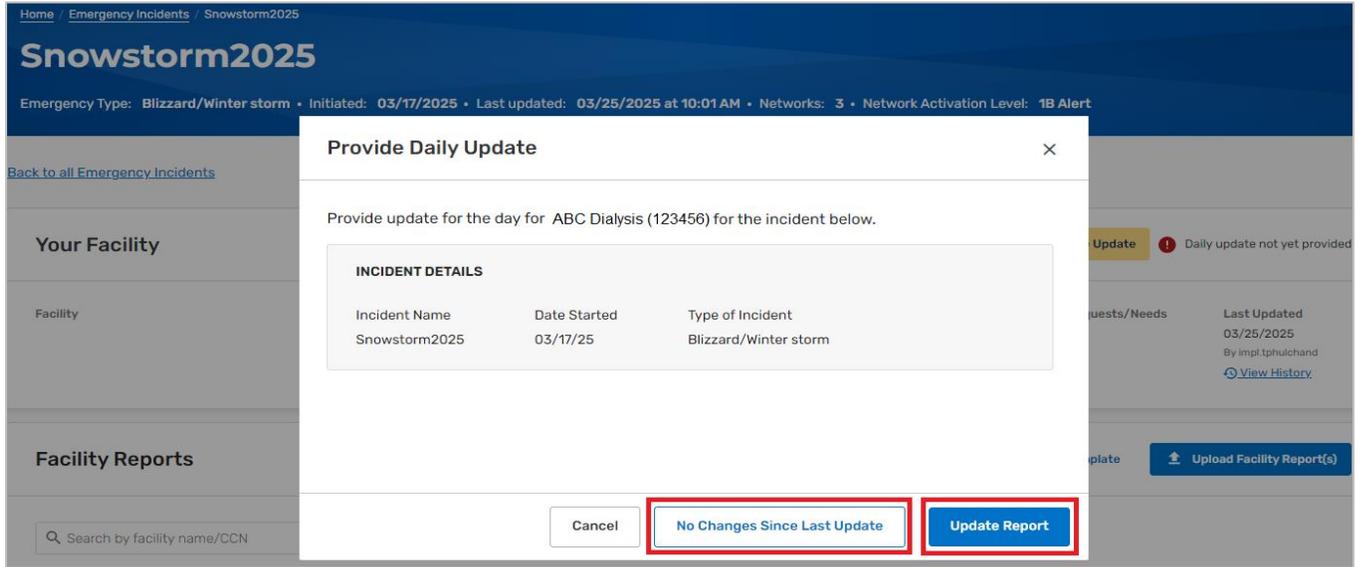
The screenshot shows the 'Snowstorm2025' incident screen. It includes a header with the incident name and details: 'Emergency Type: Blizzard/Winter storm', 'Initiated: 03/17/2025', 'Last updated: 03/25/2025 at 10:01AM', 'Networks: 3', and 'Network Activation Level: 1B Alert'. Below this is a 'Your Facility' section with a table of facility data. A 'Provide Update' button is highlighted with a red box, and a notification indicates 'Daily update not yet provided'.

Facility	Patients Unaccounted For	Network	Operational Status	Total Stations in Service	Requests/Needs	Last Updated
CCN:	--	3	--	37 37 certified stations 1 isolation stations	--	03/25/2025 By View History

14. The Provide Daily Update screen will display (Figure 8).

- If you have no updates, click **No Changes Since Last Update**.
- To provide an update, click **Update Report**.

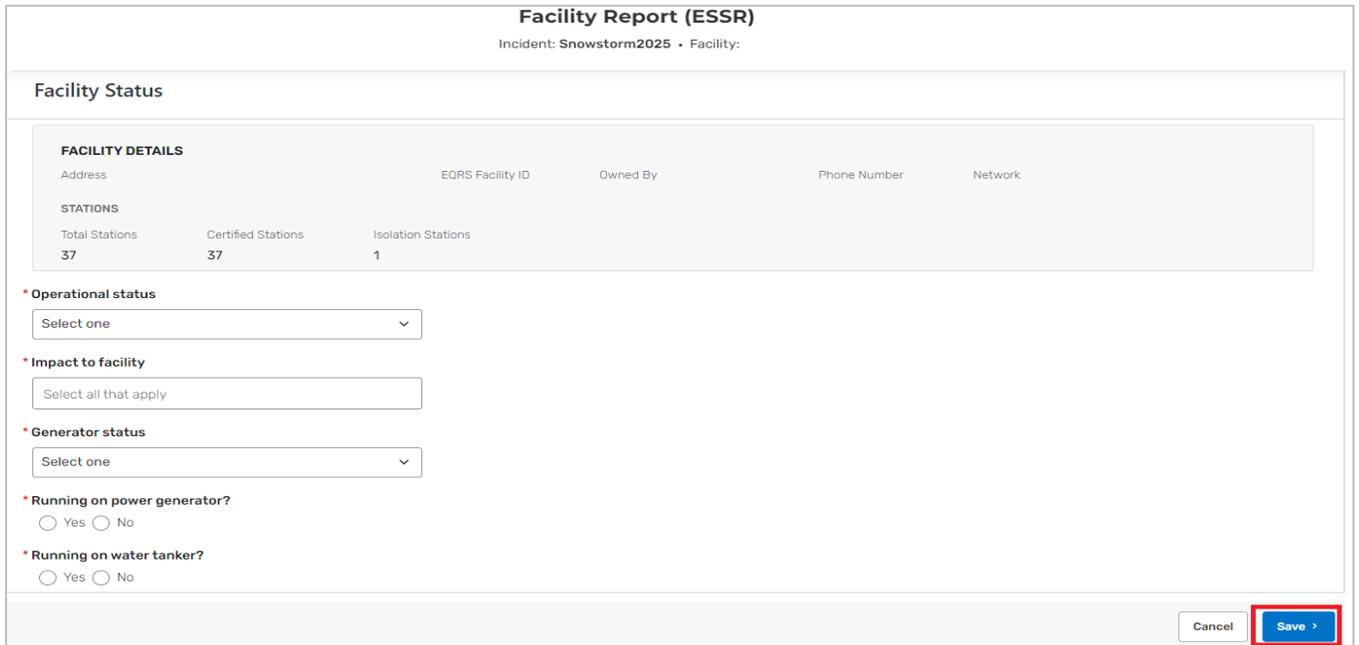
Figure 8. Provide Daily Update Screen



15. The **ESSR** screen will appear (Figure 9).

16. Complete each section of the ESSR and click **Save**. Instructions for completing the ESSR are provided in the [Instructions](#) section below.

Figure 9. ESSR Screen



Facility Disaster Contact Reporting Requirements for Multiple Facilities

Users with multiple facilities affected by an Emergency Incident may enter information for all these facilities using a downloadable spreadsheet. The steps for using this batch submission process are summarized below.

1. Log in to EQRS. If needed, additional information about logging in is provided in steps 1-8 of the preceding section.
2. Click **Emergency** from the navigation menu.
3. The Emergency Incidents screen will display (Figure 10).
4. Click on either the **Incident ID** or **Go to Incident** in the row corresponding to the correct Incident Name.

Figure 10. Emergency Incidents Screen

Home / Emergency Incidents

Emergency Incidents

View all current and past emergency incidents below. Click on an incident to view the status reports of affected facilities.

Open Incidents (7) Closed Incidents (25)

Incident Name Network(s) Level of Network Activation Date Started

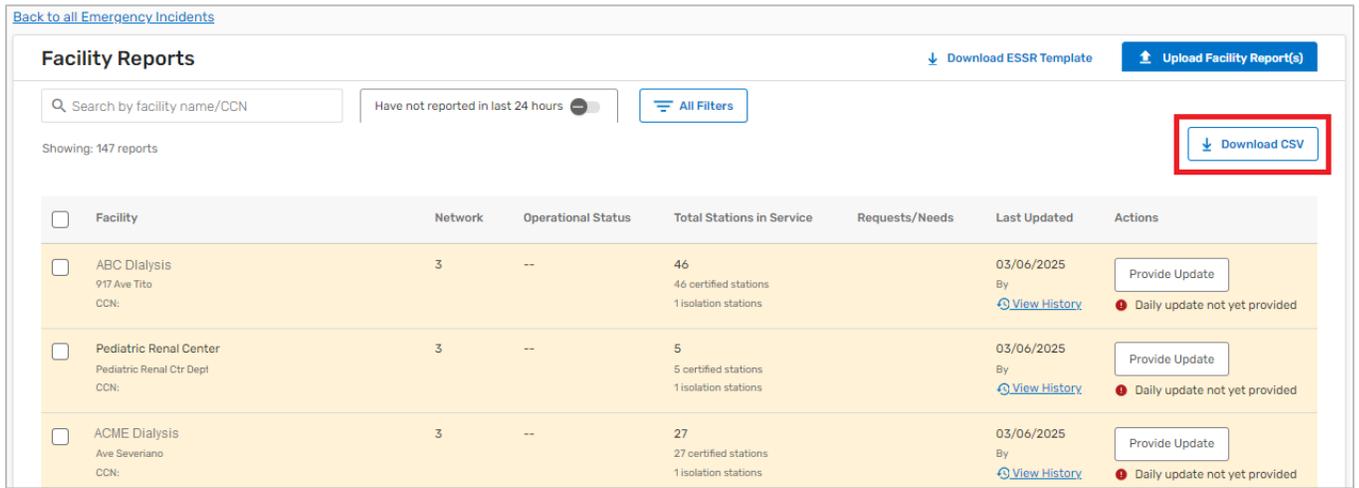
Search by incident name All Networks All Levels Start date - End date

Showing: 7 Record(s)

Incident ID	Incident Name	Started by	Date Started	Network(s)	Level of Network Activation	Facilities Involved	Patients Unaccounted for	Latest Activity	Last Updated	Actions
331	Snowstorm2025	Jane.Doe	03/17/2025	3	1B Alert	1	0	-- --	03/25/2025	Go to Incident
265	Major Winter Storm	JDoe	03/10/2025	1, 6, 8, 13	4 Major impact	879	108	-- -- --	03/10/2025	Go to Incident

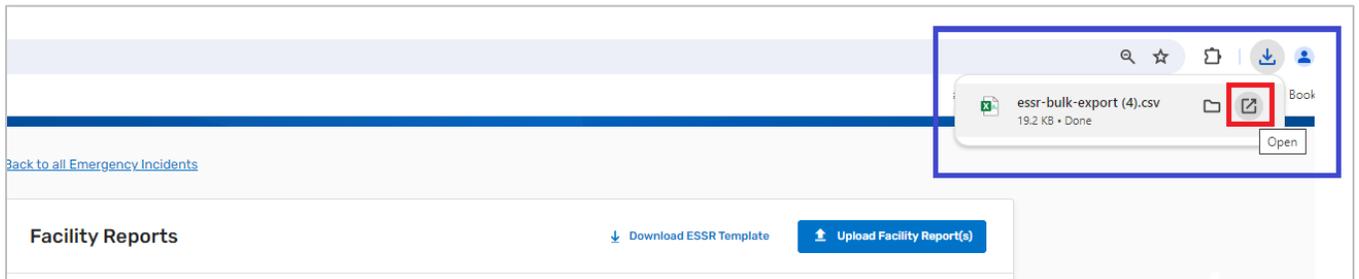
5. The Incident screen will display (Figure 11).
6. Click **Download CSV**.

Figure 11. Incident Screen



7. The file will appear in the top right corner of the Chrome browser.
8. Click the small arrow to download the file (Figure 12).

Figure 12. Selecting Arrow to Download CSV File



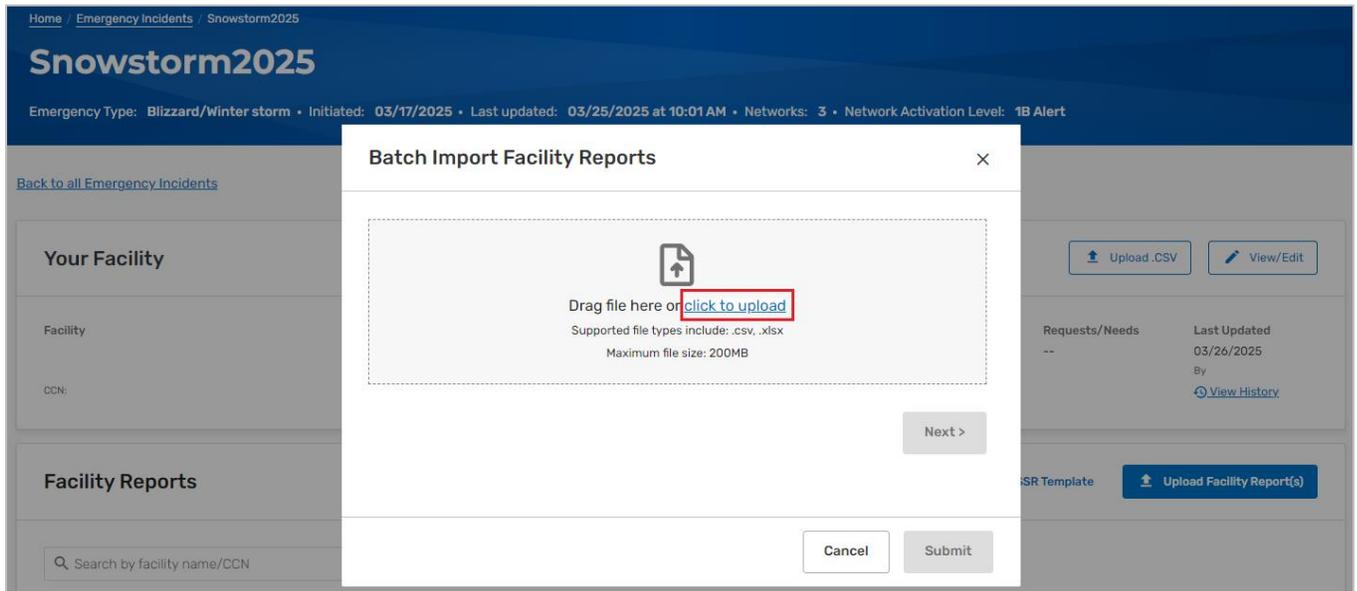
9. The file will open in Microsoft Excel (Figure 13).
10. Update the information on the sheet and save the file to your computer.

Figure 13. ESSR Bulk Export File for Download

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
		Facility name	Operational status	Impact to facility - Fuel level	Impact to facility - None	Impact to facility - Other	Impact to facility - Patient	Impact to facility - Power outage	Impact to facility - Generator	Impact to facility - Staffing	Impact to facility - Structura	Impact to facility - Supply issue	Impact to facility - Transfer	Impact to facility - Unknown
1	CCN	ABC Dialysis	OPEN	no	yes	no	no	no	no	no	no	no	no	no
2	123456	Pediatric Renal Center		no	no	no	no	no	no	no	no	no	no	no
3	123456	ACME Dialysis	OPEN	no	yes	no	no	no	no	no	no	no	no	no

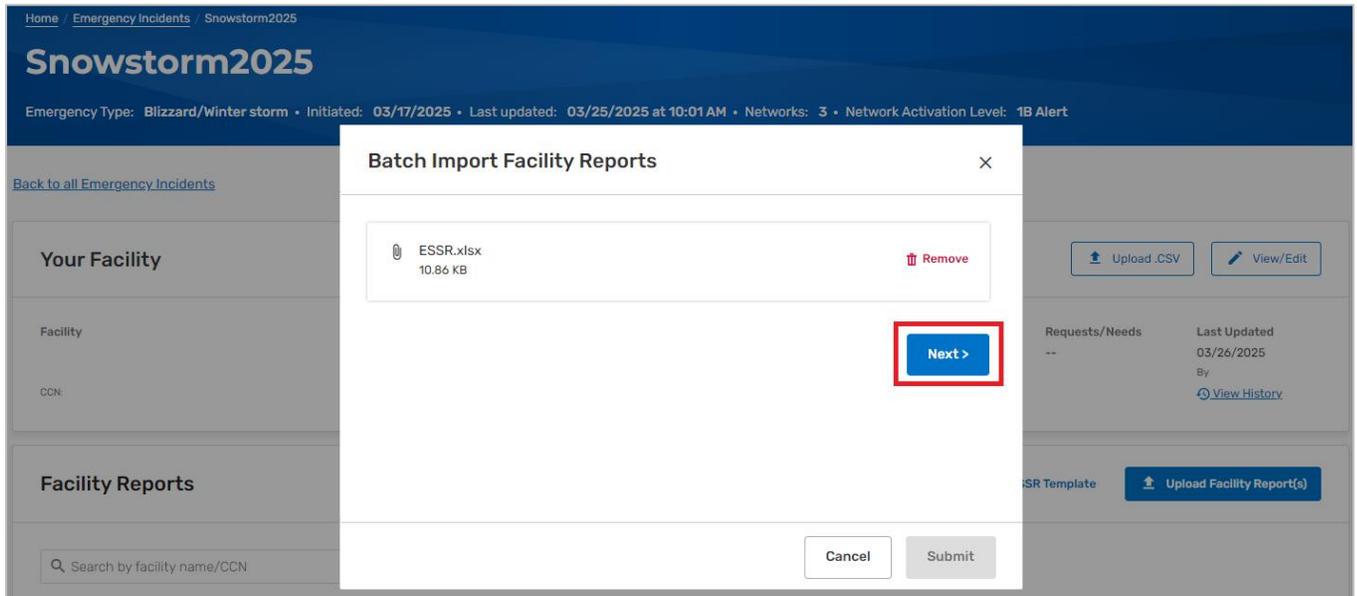
11. If you have been disconnected, log back in to EQRS.
12. Click on **Emergency** from the main navigation screen.
13. The Emergency Incidents screen will display (see Step 3 and Figure 10 above).
14. Click on either the **Incident ID** or **Go to Incident** in the row corresponding to the correct Incident Name.
15. The Incident screen will display (see Step 5 and Figure 11 above).
16. Click **Upload Facility Report(s)** to provide a status report.
17. Select **Click to upload** to import your batched facility reports (Figure 14).

Figure 14. Batch Import Facility Reports Screen



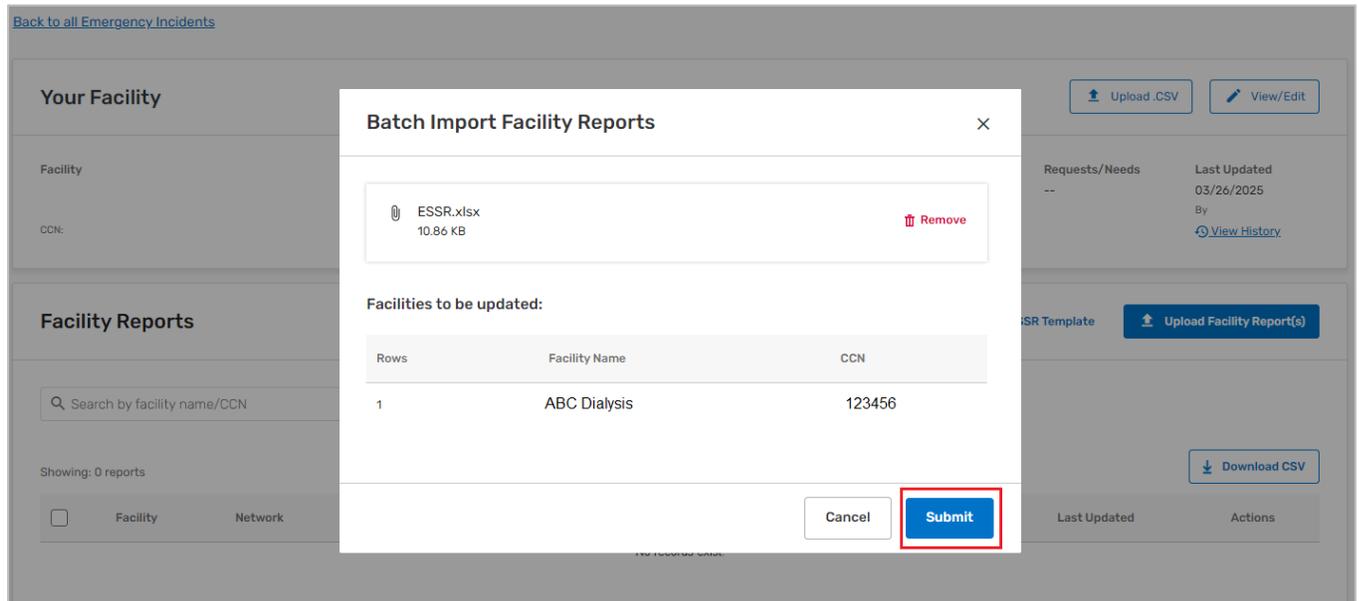
18. Locate the previously saved file on your computer and click **Next** (Figure 15).

Figure 15. Selecting ESSR File for Upload



19. Click **Submit** to batch import your Facility Reports (Figure 16).

Figure 16. Batch Import Facility Report Submission



Instructions for Completing the ESSR Template

There are specific requirements to properly complete the fields in the ESSR template. This section includes a copy of the instructions as well as the process for downloading them from EQRS.

Current ESSR Template Instructions

Figure 17 provides the instructions for properly completing all fields within the ESSR template.

Figure 17. ESSR Template Reporting Instructions



Emergency Situational Status Report (ESSR) Template Instructions

It is required to report the emergency situational status of facilities and communicating needs during a disaster.

ESSR Reporting Instructions

Column Header	Description	Required or Optional Response
CCN	Enter the CMS Certification Number of the facility	Required
Facility name	The dba name of the facility	Optional
Operational status	Facility status as either (OPEN, ALTERED, or CLOSED)	Required
Impact to facility - Fuel level	<ul style="list-style-type: none"> Enter 'yes' to indicate there is a fuel level issue at the facility. Enter 'no' to indicate there is no fuel level issue at the facility 	Required
Impact to facility - None	<ul style="list-style-type: none"> Enter 'yes' to indicate that there are no impacts to the facility. Enter 'no' to indicate there is an impact to the facility 	Required
Impact to facility - Other	<ul style="list-style-type: none"> Enter 'yes' to indicate that there is another issue at the facility. Enter 'no' to indicate there is no other issue at the facility 	Required



Impact to facility - Patient transportation issues	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility needs transportation for patients.• Enter 'no' to indicate that there is no need for transportation for patients	Required
Impact to facility - Power outage	<ul style="list-style-type: none">• Enter 'yes' to indicate that there is a power outage at the facility.• Enter 'no' to indicate there is no power outage at the facility	Required
Impact to facility - Generator	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility has an impact to the generator.• Enter 'no' to indicate the facility there is no impact to the generator	Required
Impact to facility - Staffing shortage	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility has a staffing shortage.• Enter 'no' to indicate the facility does not have a staffing shortage	Required
Impact to facility - Structural damage	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility has structural damage.• Enter 'no' to indicate the facility does not have structural damage	Required
Impact to facility - Supply issue	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility has a supply issue.• Enter 'no' to indicate there is no supply issue at the facility	Required
Impact to facility - Transfer switch	<ul style="list-style-type: none">• Enter 'yes' to indicate that the facility has an issue with the transfer switch.• Enter 'no' to indicate there is no issue with the transfer switch	Required



Impact to facility - Unknown	<ul style="list-style-type: none"> • Enter 'yes' to indicate that the impacts to the facility are unknown. • Enter 'no' to indicate the impact to the facility is known 	Required
Impact to facility - Water supply	<ul style="list-style-type: none"> • Enter 'yes' to indicate that there is a water supply issue at the facility. • Enter 'no' to indicate there is no water supply issue 	Required
<i>If "Other" impact to facility:</i>		
Other impact to facility	Enter up to 500 characters to provide additional information	Required when 'Other' is selected for impact to facility
Generator status	Status of the generator as either (NO_GENERATOR, ON_SITE, or TRANSFER_SWITCH)	Required
Running on power generator	<ul style="list-style-type: none"> • Enter 'yes' to indicate the facility is running on a power generator. • Enter 'no' to indicate the facility is not running a power generator 	Required
Days of fuel remaining	Enter the number of days that the facility will have fuel ex. 60	Required when running on power generator is 'yes'
Running on water tanker	<ul style="list-style-type: none"> • Enter 'yes' to indicate the facility is running on a water tanker • Enter 'no' to indicate the facility is not running on a water tanker 	Required
Can accommodate patients	<ul style="list-style-type: none"> • Enter 'yes' to indicate the facility can treat additional patients. • Enter 'no' to indicate the facility cannot treat additional patients 	Required



Patient census	Enter the number of patients currently admitted to the facility	Required
Patients unaccounted for	Enter the number of patients unaccounted for due to this emergency	Required
Needs - Fuel	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs fuel. Enter 'no' to indicate the facility does not need fuel 	Required
Needs - Garbage removal	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs garbage removal. Enter 'no' to indicate the facility does not need garbage removal 	Required
Needs - Patient transportation	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs transportation for patients. Enter 'no' to indicate the facility does not need transportation for patients 	Required
Needs - PPE - Gloves	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs gloves. Enter 'no' to indicate the facility does not need gloves 	Required
Needs - PPE - Gowns	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs gowns. Enter 'no' to indicate the facility does not need gowns 	Required
Needs - PPE - Masks	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs masks. Enter 'no' to indicate the facility does not need masks 	Required
Needs - Supplies	<ul style="list-style-type: none"> Enter 'yes' to indicate the facility needs supplies. 	Required



	<ul style="list-style-type: none">• Enter 'no' to indicate the facility does not need supplies	
Needs - Water	<ul style="list-style-type: none">• Enter 'yes' to indicate the facility needs water.• Enter 'no' to indicate the facility does not need water	Required
Other requested or anticipated needs	<ul style="list-style-type: none">• Enter up to 500 characters to explain any additional requests or needs	Optional
Comments	<ul style="list-style-type: none">• Enter up to 500 characters for additional comments	Optional



Process for Downloading Current ESSR Template Instructions

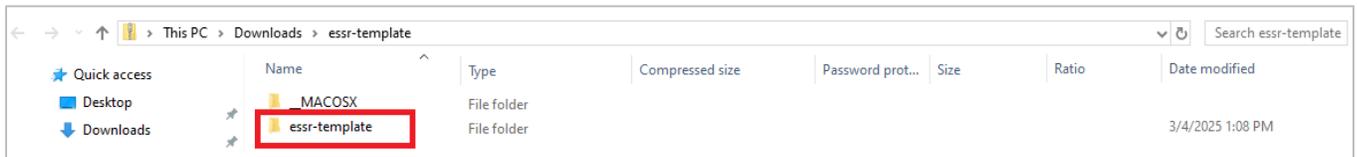
1. Log in to EQRS
2. Click on **Emergency** from the main navigation screen.
3. The Emergency Incidents screen will display.
4. Click on either the **Incident ID** or **Go to Incident** in the row corresponding to the correct Incident Name.
5. The Incident screen will display.
6. Click **Download ESSR Template**.
7. The file will appear in the top right corner of the Chrome browser.
8. Click the small arrow (Figure 18).

Figure 18. Accessing the Downloadable ESSR Template Instructions



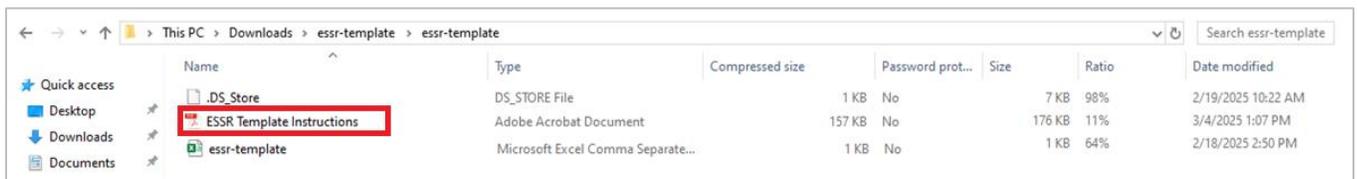
9. In the folder you have downloaded, double click on the “essr-template” folder (Figure 19).

Figure 19. Selecting the ESSR Template Folder



10. Within the ESSR Template folder, double click “ESSR Template Instructions” (Figure 20).

Figure 20. Selecting the ESSR Template Instructions



11. The file will open and display the current instructions.

Acronyms

Acronym	Description
CCN	Centers for Medicare & Medicaid Services Certification Number
CMS	Centers for Medicare & Medicaid Services
CSV	Comma Separated Values: A standard datafile format compatible with Excel
DBA	Doing Business As
EQRS	End-Stage Renal Disease Quality Reporting System
ESRD	End-Stage Renal Disease
ESSR	Emergency Situational Status Report
KCER	Kidney Community Emergency Response
LDO	Large Dialysis Organization