



End-Stage Renal Disease
Network Program



Patient Advisory Committee (PAC) Semi-Annual Refresher Meeting

August 26, 2020

ROLL CALL

- Lines will be unmuted, one by one, as we call out your phone number.
- When you hear your phone number, please tell us your name and what state you live in.



Patient and Family Engagement Program Team



Laura Rodriguez-Carbone,
MPA, MPP
Community Outreach
Coordinator



Danielle Andrews,
MPH, GCPH
Community Outreach
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MPH, CHES, CPXP, CPHQ
Program Director

TODAY'S AGENDA



ROLL CALL



**WHAT IS THE
NETWORK?**



WHAT'S NEW



**PAC LEVELS OF
INVOLVEMENT**



**QUALITY
PROJECTS AND
EDUCATION**



**QUESTIONS?
NEXT STEPS**

Meeting Reminders

- All phone lines are muted upon entry to eliminate background noise/distractions
- If you get disconnected, please don't place the call on hold, instead disconnect your line and rejoin the call when able
- Be present and engaged in our topic presentations
- We will be monitoring our WebEx Q & A throughout the webinar for questions or comments
- All slides will be shared within a week of completion of the meeting



What is the Network?

ESRD Network Program Overview Danielle Andrews



Mission Statement

The IPRO End Stage Renal Disease Network Program includes four ESRD Networks:

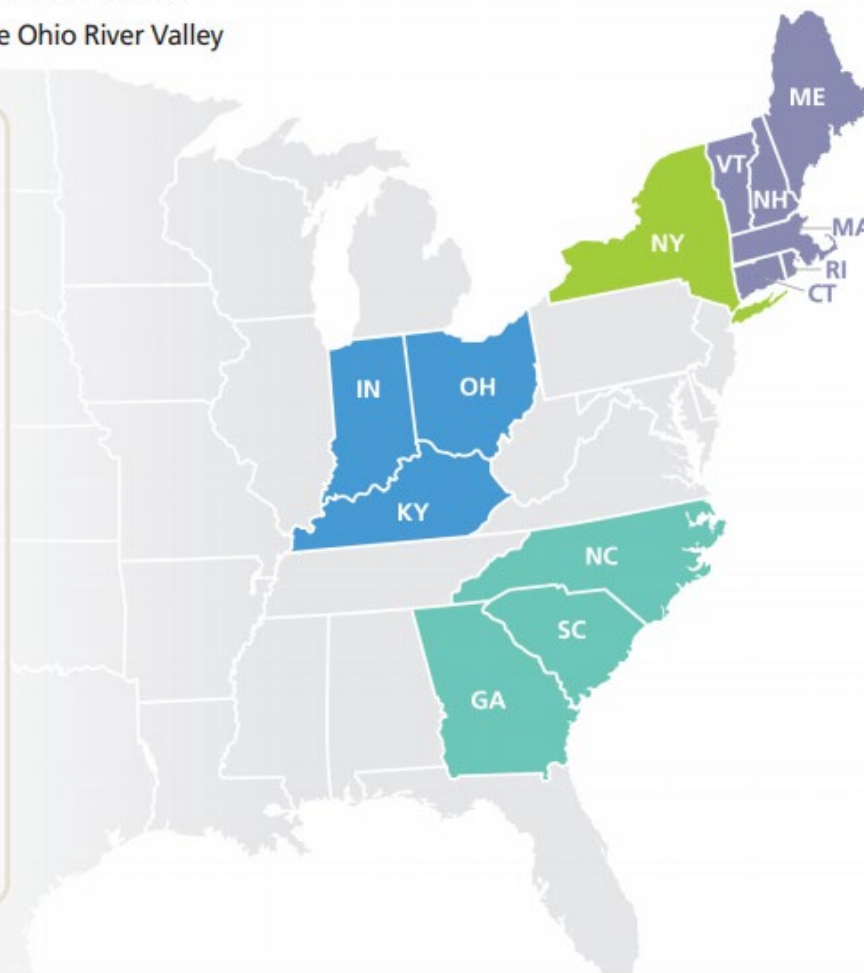
Network 1: ESRD Network of New England

Network 2: ESRD Network of New York

Network 6: ESRD Network of the South Atlantic

Network 9: ESRD Network of the Ohio River Valley

The mission of the IPRO End-Stage Renal Disease Network Program is to promote healthcare for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.



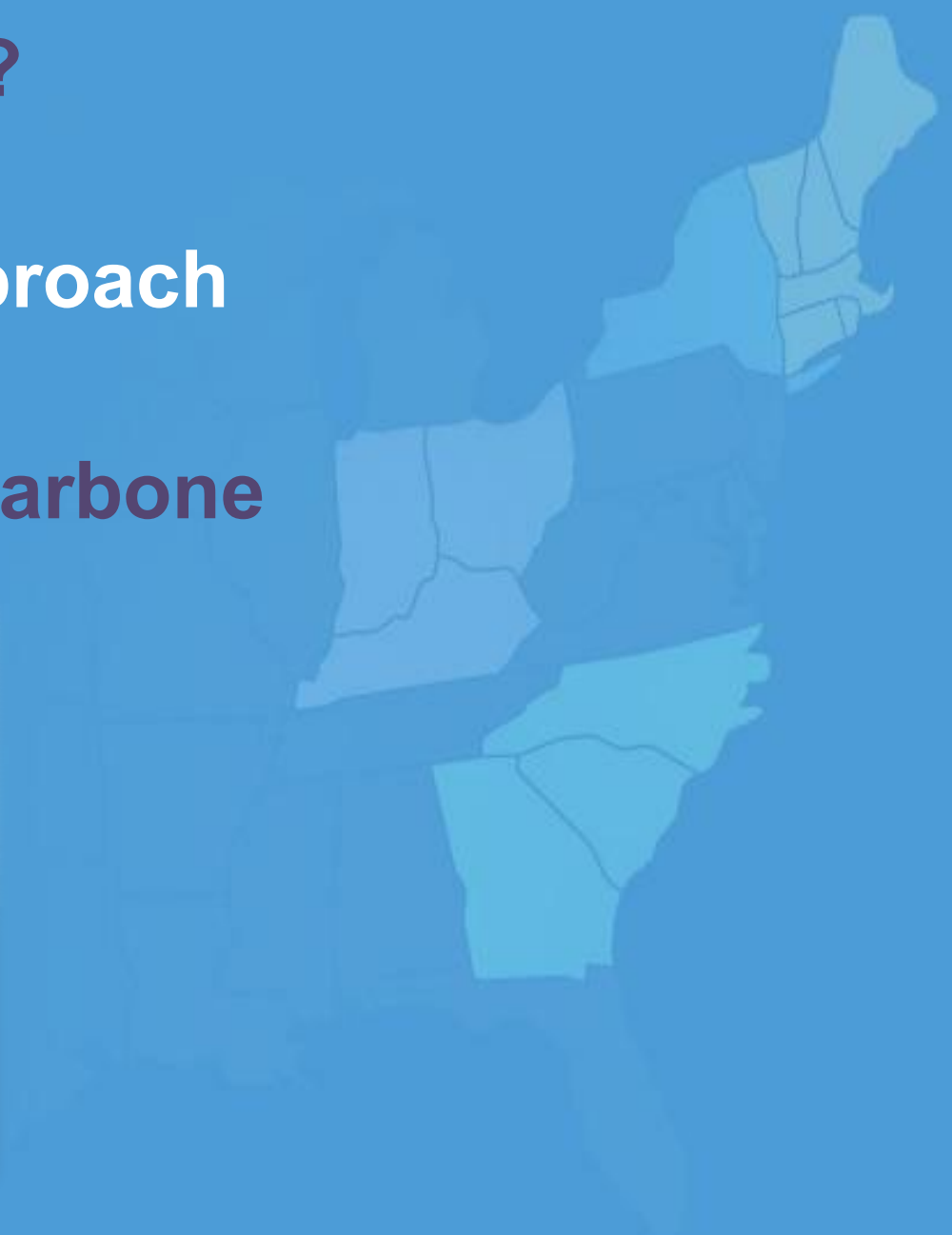
ESRD Network Role/Responsibilities

- Contracted with Centers for Medicare & Medicaid Services (CMS)
- Liaison with Department of Health (DoH) and State Survey Agencies
- Lead Statewide Quality Improvement Activities (QIAs) to improve quality of care for ESRD patients (*Transplant Coordination, Home Therapies, Vocational Rehabilitation, Peer Mentoring, Infection Prevention, Vascular Access Planning*)
- Promote patient engagement, education, and patient experience of care
- Provide technical assistance, quality of care concerns, and grievance management for ESRD patients and providers
- Support emergency preparedness and disaster response
- Collaborate with Dialysis Facilities and Transplant Centers
- Support ESRD data systems and data collection, analysis and monitoring for improvement

What's New?

New Program Approach

Laura Rodriguez-Carbone



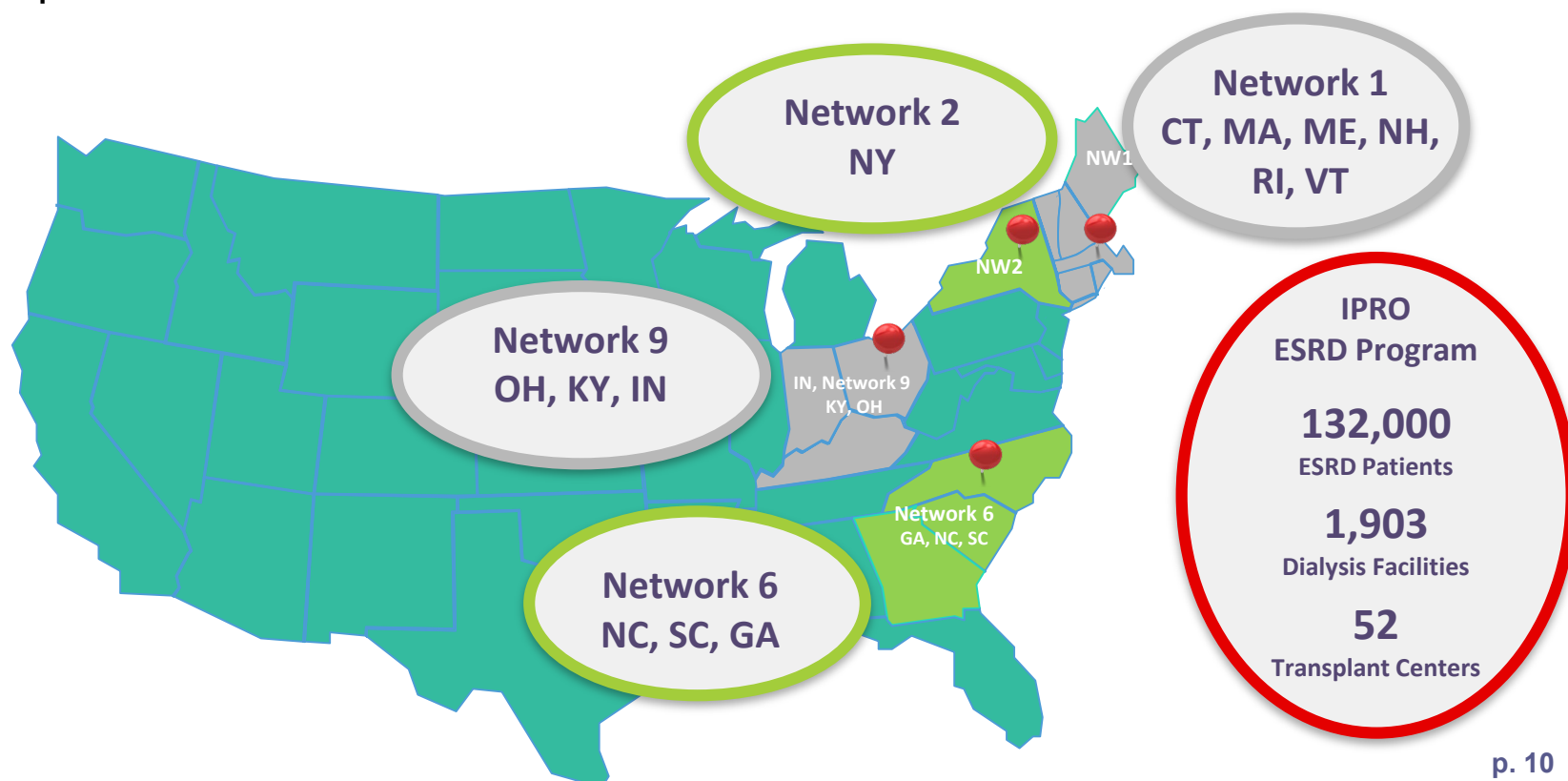
COVID-19 BRINGS NEW OPPORTUNITIES AND CHANGES TO **PATIENT ENGAGEMENT**

BEFORE

The Network had four Patient Advisory Committees and four Patient Subject Matter Expert Groups - one for each Network.

NOW

The Network has combined all patient groups for Network's 1 and 9 & Network's 2 and 6



COVID-19 BRINGS NEW OPPORTUNITIES AND CHANGES TO PAC/PSME MEETINGS

BEFORE

Patient Advisory Committee and PSME meeting times differed by Network – sometimes they happened quarterly, bi-monthly, or monthly.

BEFORE

Patient Advisory Committee Members and PSME's would receive slides and resources either before or after the meeting, depending on which Network they were in.

NOW

All PAC Meetings and PSME Meetings will be combined and occur bi-monthly (on opposite months)

NOW

PAC Members and PSME's will receive slides and resources prior to each meeting and be invited to provide feedback and recommendations on materials.

Levels of Involvement

PAC Refresher
Danielle Andrews



Patient Advisory Committee (PAC)

The Patient Advisory Committee (PAC) provides and opportunity to patients, transplant recipients and care partners for the purposes of lending perspective and assisting in the promotion of patient, family and care partner engagement in ESRD care, as well as promoting positive relationships between patients, provider staff, ESRD stakeholders and the Network.



Patient Advisory Committee (PAC) Structure



PAC Advisors

- Participates in local and national quality improvement projects
- Serve as PSMEs
- Coordinate social and educational functions to promote ESRD awareness
- Provide insights on resources creation and development

PAC Representatives

- Participates in local and national quality improvement projects
- Serve as PSMEs
- Coordinate social and educational functions to promote ESRD awareness

PAC Members

- Active Health Care Team Member
- Continuously learning about renal disease
- Attends Network Hosted webinars and educational sessions

PAC Members Roles and Responsibilities



- **PAC Members take on an active role as a member of their healthcare team by:**
 - Working in collaboration with your medical team (nutritionist, nephrologist, social worker etc) to determine your plan of care
- **PAC Members use their knowledge to educate their ESRD Peers by:**
 - Reviewing and providing feedback on patient resources
 - Distributing resources to ESRD peers and Social Workers
- **PAC Members attend Network-hosted webinars, meetings, lobby days and informational sessions**



PAC Representative Roles and Responsibilities *(Patient Facility Representatives)*

- Assist facilities in creating support groups that educate and help patients cope and adjust to changes made for dialysis treatment

Peer Mentoring

- Gathering patient feedback on needed supports
- Patient Advocacy

Participates in facility's QIA activities

- Serves as QIA Patient Facility Representative
- Participates in Education Stations



PAC Advisor Roles and Responsibilities

- Act as Patient Subject Matter Experts (PSMES)
- Provide input into the development of informational or education materials for patients, families and caregivers
- Participate in national quality improvement projects
- Engage in National PFE LAN Calls
- Participate in NCC Affinity Groups (if nominated)
- **Participates in Network and facility QIA activities**
 - Each PSME focuses on a specific QIA focus area
 - Serves as QIA Patient Facility Representative
 - Participates in Education Stations
 - Patient Champions
 - Peer Mentors

PAC and Peer Mentoring

Within the first 6 months, PAC Representatives must complete the Peer Mentoring online course.

<https://esrdlms.ipro.org>



End-Stage Renal Disease
Network Program

E-University Reference Guide



What is E-University?

IPRO End Stage Renal Disease Network Program E-University is an online learning system that provides ESRD training for patients and professionals that align with the ESRD Network and CMS quality improvement goals. Once you have created a user account, you will <https://esrdlms.ipro.org> able to take training courses, download supporting materials, and obtain a certificate of completion. Visit the website at <https://esrdlms.ipro.org> to get started.

How Do I Create an Account?

Each person should create their own unique account. Facility staff may assist patients with registering for their own personal account, however sharing user account information is strongly discouraged.

1. Click "Register" from the login screen



2. To create an account, you will need to enter the following information

- Username (recommend this being the same as your email address)
- Email Address
- Choose a Password
- Confirm Password
- First Name
- Last Name
- Job Title
- ESRD Network
- ESRD Network/CCN/Facility Name (This field will appear after you have selected your Network number. The CCN is the Medicare Provider Number. Your facility can give you the number and name of your facility as it is listed in the Medicare database.)

Registration form fields:

- Username (required)
- Email Address (required)
- Choose a Password (required) / Confirm Password (required)
- First Name (required)
- Please enter your first name
- Last Name (required)
- Please enter your last name
- Job Title (required)
- Please select your job title
- ESRD Network (required)
- Please select your ESRD Network affiliation
- ESRD Network/CCN/Facility Name
- Please select your CCN/Facility name

HOME COURSES SUPPORT LOGIN/REGISTER



Q



Welcome to IPRO ESRD Network Program E-University

This site provides End Stage Renal Disease training opportunities for patients and professionals that align with the ESRD Network and CMS quality goals. Once you have created a user account through the Log In link, you will be able to access and take training courses, download supporting materials, and obtain a certificate of completion.

If you require assistance, create a support ticket here: <http://help.esrd.ipro.org/support/home>, select "New support ticket", complete the form and "Submit". Please reference E-University in the subject line of the form.

ENTER HERE

PEER MENTORSHIP ROLE AND BENEFITS

COMMUNICATION

Enhanced communication among patients, care advocates, providers and ESRD Network communities,

LEADERSHIP

Identification of patient leaders who can champion important activities within your local ESRD Network,

COACHING

Support for patients learning from one another; seeking, sharing and spreading information and knowledge,

CONNECTONS

Development of an opportunity to connect patients with individuals who have "walked in their shoes,"

MENTORING

A way for patients to help other patients become engaged, educated, and empowered,

ROLE MODEL

A means for asking questions comfortably and freely, without fear of judgment. A way to offer support and encouragement to peers,

ADVISORS

A bridge for overcoming language/cultural barriers.

For more information, or to file a grievance, please contact us:
IPRO End-Stage Renal Disease Network of New York
1979 Marcus Avenue, Lake Success, NY 11042-1072

Patent Toll-Free: (800) 238-3773
Main: (516) 209-5578 • Fax: (516) 326-8929
E-mail: info@nw2.esrdnet • Web: esrd.ipro.org



End-Stage Renal Disease
Network of New York

Resource content adapted from the National Patient and Family Engagement (N-PF) Learning and Action Network (LAN), under the ESRD National Coordinating Center (ESRD NCC) peer mentoring toolkit. Developed by IPRO ESRD Network of New York while under contract with Centers for Medicare & Medicaid Services. Contract HHS-500-2016-00020C

- **Negative:** I hate how ESRD makes me feel. I hate everything about it including the treatments.
- **Positive:** Engage with the patient to continue to get them to open up by acknowledging their statement in an empathetic way.
- **Example:** understand living with ESRD can be so overwhelming and frightening at times. Is there anything I can do to help you with these feelings? Would you like to speak with someone about your feelings in private?

9. What is your understanding of your responsibilities relating to your dialysis care?

- **Positive:** I feel like I'm adjusting well because I'm taking part in decisions about my treatment.
- **Positive:** Acknowledge the positive coping skills by providing positive feedback.
- **Example:** Great! I think it's very important for each patient to take part in decisions about their treatment. Your input is critical to a positive outcome for you.
- **Negative:** I feel like I have lost all control of my body and treatment decisions.
- **Positive:** Engage with the patient to continue to get them to open up by acknowledging their statement in an empathetic way.
- **Example:** understand learning that dialysis or a transplant will be needed can be overwhelming at first. BUT, understanding your own needs and taking charge of your health related responsibilities can help you to feel more in control of your life.

10. How are you feeling about beginning treatment?

- **Positive:** I'm very scared, but I've been reading and working to understand what is going to happen to me and my body.
- **Positive:** Engage with the patient using understanding and compassion.
- **Example:** It is normal to have questions, fears and concerns relating to beginning treatment. But, you are correct, fear will dissipate with knowledge and understanding of what is happening to you and your body.
- **Negative:** I don't want to talk about it! This is not my choice and I am very scared.
- **Positive:** Acknowledge patient's fears by showing empathy and compassion.
- **Example:** It is very normal to have fears about the unknown. Sometimes it really helps to speak with your health care team about your concerns and fears. Would you like to speak with someone in private to work on decreasing your fears and anxieties?



IPRO ESRD Network of New York
1979 Marcus Avenue
Lake Success, NY 11042
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Email: info@nw2.esrdnet

Getting the Conversation Started

Congratulations on Completing Your Training and Becoming a Peer Mentor!

Using effective communication and listening skills that you have learned in the training modules will help you build a relationship with your mentee. You will receive positive and negative responses when talking to your mentees about how living with end-stage renal disease has affected their lives. Inside are some helpful scenarios to help keep the conversation going whether you receive a positive or negative response to your questions.

Remember, always refer your mentees to members of the care planning team for more information about different treatment modalities and health-care options.

Mentoring to Support Choices

Module 1: *Approximate Duration: 41 minutes*

Mentoring to Support Choices

When your kidneys stop working there are many choices to make. As a patient, being involved in making those choices is the number one way that you can live a better life. Your role as a peer mentor is to inform patients and help them better understand some of the important choices they will have to make.

To download or print any resources covered in the training modules, please visit your Network's website for additional information.

[Network 2 \(New York\)](#)

[Network 6 \(North Carolina, South Carolina, Georgia\)](#)

****This module is required.***

TAKE THIS COURSE

UNLIMITED ACCESS



COURSE CERTIFICATE



Virtual Patient Engagement


New Program Approach

Laura Rodriguez-Carbone




Patient to Patient Engagement Reminders

- We are encouraging patients to limit the use of person to person engagement in favor of virtual, or passive, engagement to keep them safe.
- We are encouraging patients to consider Home Dialysis Modalities (Healthy at Home)
- We are encouraging patients to interact with each other virtually through the telephone, at a safe social distance while wearing a mask, and/or on social media.



End-Stage Renal Disease
Network of New York



Alternative Approaches to Peer Mentoring
Virtual Options During COVID-19 Pandemic

As the COVID-19 pandemic continues, direct face-to-face peer mentoring has become more challenging due to state regulations and the need for social distancing. The good news is that there are other ways to stay connected with your peers.

Consider using some of these alternative methods:

- Direct phone calls
- Secure conference calls
- Social media (i.e., Facebook, Twitter, Instagram, LinkedIn)
- Private online
- Video calls and
- Texting or mess
- Web conferen


To help you make these connections, these are some example (virtual meeting) tools to consider:

- Zoom <https://zoom.us>
- GoToMeeting <https://www.gotomeeting.com>
- Skype <https://www.skype.com/en>
- WhatsApp <https://www.whatsapp.com>
- Google Hangouts <https://hangouts.google.com>
- FaceTime (iPhone Use <https://apps.apple.com>)
- Facebook Groups <https://www.facebook.com/groups>

IMPORTANT
Although the above tools are free, some will require you to create an account and Always read the User Agreement Policy carefully for any chosen tool.

To use these online platforms, here are some equipment and resources you might need:

- Internet service (at home and/or through your phone service provider)
- Mobile phone, tablet and/or computer
- Built-in camera (included with most smartphones and some computers)
- Headset/microphone (if your computer does not have a built-in microphone)
- An active account on the platform of choice
- A downloaded program or app for the platform of choice





Tips for effective mentoring through virtual methods

- Coordinate a day and time that both parties are available.
- If you're new to some of these systems, do a practice call with family or friends so that you are comfortable with using the virtual application.
- Activate your camera to be more personable and engaging, while being mindful of your space and background. Make sure you're comfortable with the personal space you will be sharing through video.
- Ask your mentee to activate his or her camera if possible. This can help in communication through body language and visual cues.
- If discussing an educational resource, explore ways to electronically share it before the meeting, or share your screen if you have that capability.
- When interacting via writing (texting or email), be mindful of how a message can be interpreted without a verbal tone (for example, avoid using all capital letters).
- Be flexible with unexpected situations, such as interruptions from family or animals in your mentee's environment.
- Remember to use active listening and positively promote self-care management.












For more information or to file a grievance, please contact us:
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 Email: esrdnetwork2@ipro.us • Web: <http://network2.esrd.ipro.org>

Developed by IPRO ESRD Network of New York while under contract with Centers for Medicare & Medicaid Services.
 Contract HHSM-500-2016-00020C

v2 5/11/2020

Suggestions for Safe Patient to Patient Engagement at Facilities

Before engaging in any of the below activities, please talk to facility staff to ask for their assistance and to assess the individual social distancing situation at your facility.

- Ask Facility to make copies of, and pass out, resources to other patients;
- Ask Facility to help you set up a Virtual Lobby Day or Education Session (through Google Meet, Zoom, etc.,)
- Think about starting or joining a virtual support group (we have several patient SME's who have started support groups in their area and would be available to share their experiences).
 - Virtual Support Groups can take on many forms - conference calls, Zoom calls, a mailing list).

*Always wear your mask while in your dialysis facility and maintain a safe social distance of 6ft from other patients.

We Want to Know What You Think!



The screenshot shows a questionnaire titled "Patient Virtual Engagement" from the IPRO ESRD Network Program Patient Advisory Committee. The header features a logo and a banner with images of various US locations (New England, New York, South Atlantic, Ohio River Valley) and the text "EMPOWERING MORE THAN 132,000 RENAL PATIENTS IN 13 STATES". The main text explains that COVID-19 has changed patient interaction and asks for feedback on virtual engagement platforms. The first question is "Which Network region are you located? *", with radio button options for "Network of New England (CT, MA, ME, NH, RI, VT)" and "Network of New York (NY)".

IPRO ESRD NETWORK PROGRAM
PATIENT ADVISORY COMMITTEE
Working together for better health.

EMPOWERING MORE THAN 132,000 RENAL PATIENTS IN 13 STATES

Patient Virtual Engagement

Coronavirus 2019 (COVID-19) has altered the ways in which patients, family members/carepartners, and facility staff can interact with one another during dialysis treatment. These changes have led to the increased utilization of alternative virtual platforms to stay engaged and connected. Please answer this short anonymous questionnaire to help the ESRD Network collect the patient perspective on the use of virtual patient engagement platforms during the pandemic.

Which Network region are you located? *

☐ Network of New England (CT, MA, ME, NH, RI, VT)

☐ Network of New York (NY)

- Your responses will remain anonymous
- Your feedback will help the Network develop resources to assist other kidney patients with accessing the care and support they need while keeping them safe.

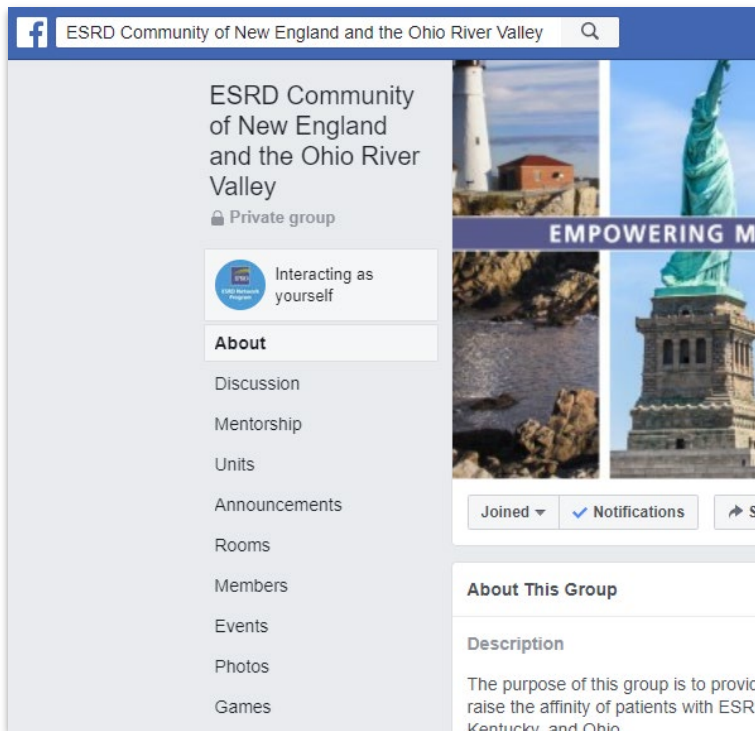
Questionnaire Link:

<https://forms.gle/HayaYkm5tK6uW2vV9>

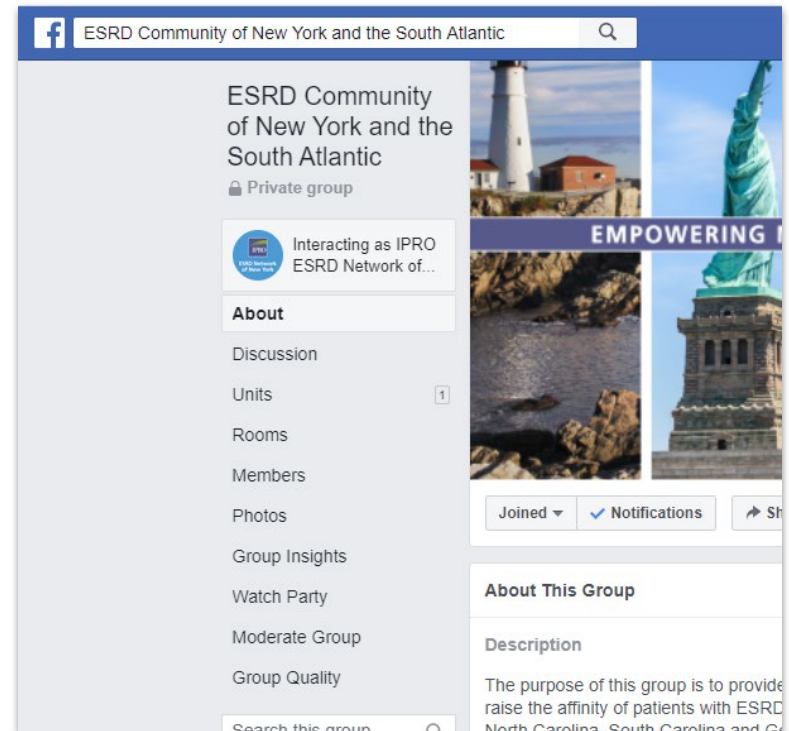
NEW Social Media - Join Our Facebook Patient Group!

**For Patients in Ohio, Indiana,
Kentucky, Connecticut, Maine,
Massachusetts, New Hampshire,
Rhode Island, and Vermont**

**For Patients in New York, Georgia,
North Carolina, and South Carolina**



<https://www.facebook.com/groups/ESRDNW19/>



<https://www.facebook.com/groups/ESRDNW26/>

Questions or Comments?



Telehealth Toolkit

**Meet with Your Dialysis Team
From the Comfort of Your Home**

Jeanine Pilgrim





Telehealth: When Can I Use IT?

***Telehealth** refers to how healthcare providers can care for their patients remotely when they are not able to meet in person by communicating using video-conferencing tools such as cell phones, tablets or laptops. As a home dialysis patient, you may use Telehealth for your monthly clinic visit or to communicate issues with your Nurse.*

The Centers for Medicare and Medicare Services allow Telehealth when the following criteria are met:

- You must have dialyzed in your home for at least 3 months
- For 2 out of every 3 months you can meet with your dialysis team, including your Doctor, Nurse, Dietician and Social Worker via telehealth
- Home program must offer this service-request the service if not available



Benefits of Using Telehealth

- Focused interaction with the team
- No travel concerns,
 - No worries about finding transportation
 - Decreased risk of car accident
 - No travel time
- No travel in inclement weather
 - Decreased risk of slips and falls walking on snow or ice
- Limited wait times, scheduled appointments
- Limited contact with others in waiting rooms
 - Less contact with germs and viruses
- Continued independence, make appointments to fit your work, leisure and family schedule

Technology: Getting Prepared

What device are you going to use?
Computer, Tablet or Cell Phone?

Is your Device fully
charged?



Does your Health System
use an app for a Telehealth
visit? If so, Have you
downloaded it?

Do You Have an
Adequate Internet
Connection

Address any concerns
before your scheduled
telehealth visit day

Technology: Getting Ready on Appointment Day

1. Make sure you have a **comfortable place to sit for the visit** and that your **camera gives a clear view of you for the provider**,
2. You may **consider a trial run** to eliminate challenges prior to the telehealth appointment- **ask your clinic to assist you with this process**
3. On the day of the scheduled visit **log in 10-15 minutes prior to the start time**
4. Consider a “**technology buddy**” to help you overcome challenges in using this technology

Preview of Telehealth Patient Toolkit



Better healthcare,
realized.

Scheduled release September 2020

The Benefits of Telehealth

A safe and effective way to access healthcare during the coronavirus pandemic.

What is telehealth?
Telehealth, telemedicine, or other related terms refer to how healthcare providers and clinicians can provide care for patients remotely when the provider and patient are not able to meet with each other in person. Modern technology allows doctors to care for patients by using video-conferencing tools.

Why is it important to consider telehealth as a way to help ease the spread of COVID-19?
The rapid spread of coronavirus disease (COVID-19) has created an urgency to expand the use of technology to help people who have chronic diseases and need routine care get access to their healthcare providers. Telehealth can keep you connected to your EMD care team and other important healthcare providers, while limiting your physical exposure to other patients and clinical staff. It gives you access to your healthcare team from the safety and comfort of your home, reduces transportation challenges, and limits your risk of exposure to COVID-19.

Who can provide you with healthcare services through telemedicine?
A range of providers that includes doctors, nurse practitioners, registered dietitians, licensed clinical social workers and mental health providers are able to offer telehealth as long as it's appropriate for you.

How can you receive care through telemedicine?
Medicare and Medicaid beneficiaries are able to receive a number of approved services via telehealth through new CMS flexibilities to allow for the duration of the COVID-19 pandemic. Many other private insurance programs also have telehealth-approved services. To verify if your health insurance covers services through telehealth, call the number on the back of your insurance card or talk with your healthcare team.

What equipment will I need?
If you are receiving in-center hemodialysis, you may not require equipment of your own to connect virtually with your dialysis care providers; your facility might help you connect. However, if you dialyze at home or you are trying to schedule an appointment with other non-dialysis providers, you may require some items from the list below to receive telehealth:

- Internet connection
- Computer, tablet, laptop, or phone with videoconferencing capabilities

Will I need to install applications?
You may need to install applications on your device that will allow video or videoconferencing functions. Some free applications that are being used during the COVID-19 pandemic include:

- Skype (<https://www.skype.com/en/>)
- Google Meetings (<https://meet.google.com/>)
- WhatsApp (<https://www.whatsapp.com/>)
- Facetime (<https://support.apple.com/applefacetime>)
- Amazon (<https://www.amazon.com/>)

To file a grievance, please contact us:
TPRO End Stage Renal Disease Network of the Ohio River Valley
1501 Interstate Gateway Suite 275, Rockwood, OH 43081
Patient toll free (844) 819 3010 • Main (714) 933 0001 • Fax (714) 933 0101
E-mail: complaint@tpro.org • Web: www.tpro.org

1. Fact Sheet



Home Dialysis Patient Telehealth Visit Checklist

Important Topics to Cover During Your
Monthly Clinic Visit Through Telehealth

Did you know that for two out of every three months, you can schedule a telemedicine visit with your dialysis team?

The visit includes the doctor, nurse, social worker and dietitian to provide you with a complete monthly visit without leaving your home. If you have an issue or concern that you would like to discuss in private with a member of the team, request and schedule a private session.

Once you have been on home therapy for three months you can decide to use telemedicine if your clinic offers this service.

If you are unsure about how to have a visit with your doctor through telehealth, ask your facility manager or social worker for educational resources and assistance with setting up your telehealth visit.

Telehealth and Home Dialysis

Be Prepared! Prior to the visit, collect this information to share with the home dialysis team

- Take and record current vital signs including your weight
 - ☐ Are there changes in your vital signs from your normal baseline now or during your treatment? List any changes to discuss. Weight _____ Blood Pressure _____ Pulse _____ Temperature _____
- Identify any changes concerning your wellbeing and write them down, examples include sleep issues, changes in bowel habits, mental health concerns/ability to cope, or change in appetite, etc.
- Review your flowsheets and make a list of questions about your treatment that you want to discuss. Have your month's flow sheets with you during the visit as a reference.
- Your doctor may want to review the following items with you:
 - ☐ Number of treatments completed/week
 - ☐ Dialysis prescription
 - ☐ (PD only) Fill / drain volumes, % dextrose used, dwell times, and number of exchanges
 - ☐ Your vital signs before and after treatments
 - ☐ Symptoms during therapy
 - ☐ Alarms and your response to them
 - ☐ Dry weight assessment
 - ☐ Lab results
- Do you need any support handling
 - ☐ Machine problems
 - ☐ Supply issues
 - ☐ Your home set up
 - ☐ Dietary concerns
 - ☐ Insurance, transportation, financial, or social support issues
- Be prepared to show your dialysis team your access or catheter site using the camera on your device, such as a smartphone, tablet, or laptop (this may require a care partner to help with the camera.)
 - ☐ If you cannot do this, you could use a cell phone to take pictures and forward them to the team for review.



2. Patient Checklist

End Stage Renal Disease Network Program

Stay Healthy, Stay Home
Telehealth Toolkit
Provider Reference Guide

CMS – Exact List of Covered Medicare Telehealth Services and Billing Codes

CMS.gov

What are telehealth services?
List of telehealth services covered by Medicare. Includes a list of telehealth services and billing codes.

TELEHEALTH.HHS.GOV

Telehealth Health care from the safety of your home.

Learn more about telehealth

For patients

For providers

For Providers:
Get information on telehealth services and how to use them. Includes a list of telehealth services and billing codes.

For Patients:
Find out who your provider is and how to use telehealth services. Includes a list of telehealth services and billing codes.

End Stage Renal Disease Network Program

Stay Healthy, Stay Home
Telehealth Toolkit
Provider Reference Guide

EPRO ESRD Network Program – This resource provides professional staff with Answer Treatment options education and the benefits of Answer for patients.

Do your patients know about their treatment options?

Do your patients know about their treatment options?

ESRD NCC – Your Tips for Integrating Telehealth into Nephrology Practices

Tips for Integrating Telehealth:
In this telehealth tip sheet you will find practical tips for integrating telehealth or strengthening their telehealth options during the Coronavirus 2019 (COVID-19) pandemic.

3. Resource Guide

4. Recorded Rollout Presentation



Ideas To Help You – Be Prepared!

**Taking the time to organize and prepare for
your telehealth visit will maximize your
time with you care team**

What information should I have?

- ✓ Write down your most recent sets of vital signs to share
- ✓ Have your medication list
- ✓ Do you have any concerns about your well being you wish to share?
- ✓ Be prepared to discuss your dialysis prescription.
- ✓ If on PD know your fill/drain volumes, dwell times and # of exchanges/day

What is important to ask?

- ✓ Are there any symptoms you are experiencing during treatment that are new or a concern?
- ✓ Do you have any supply and or equipment issues you are experiencing?
- ✓ Do you have dietary concerns you may want to discuss?
- ✓ Are there any issues with Insurance, transportation or financial concerns?

Questions or Comments?



COVID-19 SUPPORT OPEN DISCUSSION FORUM



Closing Remarks

Next Steps

Jeanine Pilgrim



Next Steps

- Complete Post-Event Evaluation – we value your feedback!
- Look out for NEW PAC Newsletter: *PAC Matters-Connecting the Community* and introductory announcement from new team members
- Complete the Virtual Patient Engagement Assessment
<https://forms.gle/HAyaYkm5tK6uW2vV9>
- Follow Us on Social Media:
 - <https://www.facebook.com/groups/ESRDNW19/>
 - <https://www.facebook.com/groups/ESRDNW26/>
- Visit the Network Peer Mentoring Training <https://esrdlms.ipro.org>
- Check out Network Program Website <https://esrd.ipro.org/>
- Review Network Educational Resource Library – think of ways to share and spread in your community, we need your help!
- **Save-the-Date! Next Meeting: October 28, 2020**

Program Website



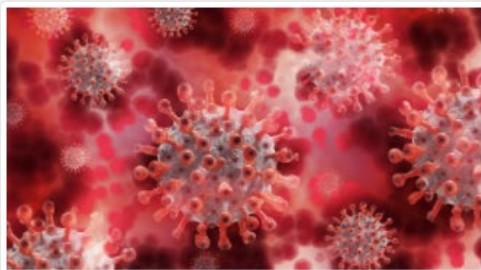
End-Stage Renal Disease
Network Program

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COVID-19 PATIENT RESOURCES

The ESRD Network Program has many resources relevant to COVID-19 including information on telemedicine and telehealth, mental health, and general COVID-19 resources. We update these pages frequently to provide you with the most accurate and up-to-date information as possible.

General Information



Telemedicine & Telehealth



Mental Health



Thank You!

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Better healthcare,
realized.

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