

Can You Ever Be Discharged from Your Dialysis Clinic?

Every person with End-Stage Renal disease (ESRD) has a right to life-sustaining dialysis treatments. However, Medicare outlines four situations that can cause a clinic to discharge someone.

1. Not paying for treatment when coverage is available

- This is when someone qualifies for insurance, like Medicare or Medicaid, but chooses not to make the appropriate arrangements.

2. A medical need that the clinic cannot manage

- On rare occasions, a patient's medical needs may be beyond the capabilities of the clinic—for example, a patient who needs a tracheostomy tube or a ventilator. If the dialysis clinic cannot meet a patient's medical needs, a member of the care team will contact the patient to discuss the issue and help find the right care setting.

3. Ongoing disruptive and abusive behavior in the clinic

- This is ongoing behavior that interferes with the clinic's ability to care for patients, despite repeat interventions and support from the clinical team.
- If a patient displays ongoing disruptive behavior, the clinic is required to notify the patient of the risk for discharge and will work with the patient to resolve the issue.
- If discharge is the only option, the clinic must contact the Network and give the patient a written and verbal notice 30 days prior to their last treatment. The clinic is responsible for helping the patient find another outpatient clinic.

4. Immediate severe threat

- If a patient makes a **severe** threat and/or acts on that threat by hurting anyone, the patient will be assessed, the police may be contacted, and the Network will be notified so an action plan can be created.

It's important you know your rights and your responsibilities as a patient.

*If you have any questions or concerns about your care,
please reach out to the Network at **800-238-3773**. We're here to help!*

Please be aware that if you are involuntarily discharged from a dialysis clinic, it can be very difficult for your current facility to find you placement elsewhere.

Other facilities have the right to review medical records and decide if they will accept or deny admission into their clinic.



End-Stage Renal Disease
Network Program

To file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program

Corporate Office: 1979 Marcus Avenue, Lake Success, NY 11042-1072

• Patient Services: (516) 231-9767 • Toll-Free: (800) 238-3773

• Email: esrdnetworkprogram@ipro.org • Web: esrd.ipro.org

Developed by the IPRO ESRD Network Program while under contract with the Centers for Medicare & Medicaid Services.
Contract # 75FCMC19D0029 Publication # ESRD.IPRO-G3-NW-20221030-150 v.5 2/28/2023

This material was prepared by HSAG: ESRD Network 15, and adapted by IPRO, the End-Stage Renal Disease Organization for the Network of New England, Network of New York, Network of the South Atlantic, and Network of the Ohio River Valley, prepared this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. CMS Contract Number: 75FCMC19D0029. CMS Task Order Numbers: 75FCMC21F0001 (Network 1), 75FCMC21F0002 (Network 2), 75FCMC21F0003 (Network 6), 75FCMC21F0004 (Network 9).