



Understanding Boundaries in Dialysis Centers



Boundaries are personal and professional limits that help everyone feel safe, respected, and comfortable. Knowing how to recognize and honor boundaries creates a positive space for all.



What are boundaries?

- **Personal boundaries protect your space, privacy, and emotional well-being**
- **Professional boundaries guide how staff and patients interact respectfully and consistently**



Example of Healthy Boundaries

- Give others personal space; avoiding unwanted physical contact
- Not asking staff to share personal information about themselves or other patients
- Be mindful of staff time, they're dedicated to provide quality care to every patient



Respecting Boundaries Means

- Speak kindly, even when you're feeling frustrated or upset
- Avoid aggressive, threatening words or actions
- Listen when staff members explain care routines, safety steps, or limitations



Why Boundaries Matter

- They help everyone feel safe - emotionally and physically
- They build trust and communication between patients and staff
- They ensure every patient gets the attention and care they deserve



If Boundaries Are Crossed...

It's okay to speak up. You can always:

- Talk to a trusted staff member
- Use your dialysis center's grievance or suggestion process
- Ask about your patient rights and responsibilities



You Belong Here:

Dialysis centers welcome everyone. Through mutual respect and shared understanding, we can make dialysis a supportive, healing experience for all.



To file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program

Corporate Office: 300 Jericho Quadrangle, Suite 300, Jericho, NY 11753

Patient Services: (516) 231-9767 • Toll-Free: (800) 238-3773 • Data Management: (516) 268-6426

Administration: (516) 686-9790 • Support Portal: help.esrd.ipro.org/support/home • Website: esrd.ipro.org

This material was prepared by the IPRO ESRD Network Program, comprising the ESRD Networks of New England, New York, the South Atlantic and the Ohio River Valley, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication # ESRD.IPRO-G2-NW-20250716-485 v.1 10/01/2025 - KV