



# Working Together for a Positive Dialysis Experience



*You matter. Your care matters. Let's make dialysis a positive experience for everyone.*



## Communicate with Kindness

- Treat each other with respect
- Use kind words when talking to staff and other patients
- If you feel upset, tell a staff member; staff are there to provide support
- Share your thoughts or talk with the Patient Facility Representative (PFR)



## Support a Calm Space

- Everyone needs peace to feel better
- Keep your music, phone, and conversation at a low volume
- Respect others' personal space
- Help maintain a calm, quiet atmosphere for all



## Your Feelings Matter

- It's okay to feel big emotions
- Dialysis is a big change - you are not alone
- Talk to your care team if you're feeling sad, stressed, or overwhelmed - asking for help shows strength



## Learn and Speak Up

- You are the most important part of your care team
- Ask questions about your treatment - staff are there to explain
- Know your rights and how to share a concern or problem
- Sharing your thoughts helps make your care better



## We All Have a Role The Facility Will:

- Treat you with kindness and respect
- Listen to your needs
- Keep you safe

## We Ask You To:

- Be respectful to others
- Speak calmly if something feels wrong
- Work with the facility to solve problems



## When Things Get Hard:

- We understand - some days are tough
- Take a deep breath and share how you feel
- The facility is committed to address concerns collaboratively
- The facility will always try to make issues better - together



This dialysis center is for everyone - no matter where you're from, what language you speak, or what you've been through. We're committed to build a community rooted in respect, compassion, and care.



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](http://help.esrd.ipro.org/support/home) • Website: [esrd.ipro.org](http://esrd.ipro.org)