IPRO End-Stage Renal Disease Network Program

Your Rights and Responsibilities as an ESRD Patient

End-Stage Renal Disease
Network Program

esrd.ipro.org

Patient Rights

Quality Care

You have the right to

- Receive high-quality healthcare that meets accepted professional standards;
- Be part of your healthcare team, which also includes your social worker, nurse, doctor, and dietitian, among others; and
- Expect that staff members in training will be directly supervised.
- Participate in your facility quality meetings

Information

You have the right to

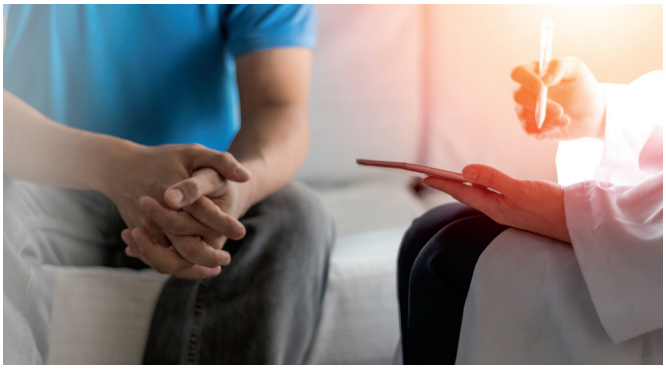
- Receive information from your nephrologist (kidney doctor) in words that you can understand. This should include information about your medical conditions, treatment choices, test results, and possible problems. If this information cannot be given to you directly, the doctor should speak to your family or the person acting on your behalf;
- Be informed about current dialysis treatment options for kidney disease;
- Receive a complete review of any test results and treatments from your doctor or a member of the healthcare team; and
- Be informed of any possible side effects of medications you are taking.

Patient Rights

Individual Treatment

You have the right to

- Be treated with dignity, respect, and consideration;
- Suggest a change in the type of treatment you receive;
- Expect your nephrologist and other members of your healthcare team to listen when you suggest changes in your dialysis treatment;
- Expect that treatment will be tailored to your own (individual) health needs; and
- Expect that the patient-to-staff ratio at your facility meets state regulations.



Privacy and Confidentiality

You have the right to

- Expect privacy when receiving medical care;
- Expect examinations and discussions about your care to be held in private; and
- Expect that your personal medical information will be kept confidential.

Services Without Discrimination

You have the right to

- Expect medical care regardless of your race, color, sex, religion, or national origin.

Treatment Options

You have the right to

- Receive a full explanation of all treatment options for kidney disease, including their advantages and disadvantages;
- Receive a full explanation of the kidney transplant process, including all transplant options;
- Select the transplant center at which you would like to have a transplant evaluation after consultation with the nephrologist;
- Be informed of new advances in home care and have the opportunity to change to that treatment option;
- Receive educational materials about new procedures in home care;
- Receive follow-up care with dietary, social work, and nursing services; and
- Receive information about dialysis facilities that offer home dialysis.

Patient Rights

Emergency Care

You have the right to

- Receive emergency medical care without unnecessary delay;
- Be informed by the dialysis facility about their emergency plan in case of a disaster (e.g., snow storm, fire, power outage); and
- Be informed of the facility's plan of action in case of medical emergencies.

Dietary Counseling

You have the right to

- Receive counseling from a qualified dietitian, according to federal and state law;
- Receive nutritional educational material and instruction; and
- Receive dietary care and counseling on a regular basis.

Social Work Services

You have the right to

- Receive counseling from a qualified social worker according to federal and state law;
- Receive an evaluation and follow-up care, including a vocational rehabilitation review; and
- Receive referrals to community services (e.g., housing, transportation, mental health services).

Facility Management

You have the right to

- Expect the dialysis facility to hire skilled staff and provide safe, clean, comfortable, and professional surroundings;
- Expect the facility to make every effort to make you comfortable and give you your treatment on time, according to a schedule that meets your special needs whenever possible; and
- Expect the facility to monitor the quality of treatment and equipment according to regulations.

Patient Rights

Formal Complaint Process

You have the right to

- Make a complaint to your facility management and request that they try to resolve a problem;
- Ask about and be instructed on your dialysis facility's grievance process; and
- File a complaint with the End-Stage Renal Disease Network in the region and/or your state health department in an attempt to resolve a problem.

Refusal, Advanced Directives, and End-of-Life Care

You have the right to

- Make decisions about your healthcare based on information given to you by your nephrologist;
- Complete and file an Advance Directive (a legal document that explains your wishes regarding how you want medical decisions to be made) for you, in case you can't communicate them at any point in time);
- Be informed by your nephrologist of the possible results of refusing drugs, treatments, or procedures;
- Be informed of how the facility handles end-of-life needs;
- Refuse any drugs, treatments, or procedures offered to you (see page 6).

Medical Consultation

You have the right to

- Request consultation with another doctor for any kidney or non-kidney related medical problem; and
- Know that payment for consultation may not be covered under Medicare or other healthcare coverage, and that you may be responsible for payment.

Research Programs

You have the right to

- Receive a full explanation of any research program in which you may be able to participate;
- Know that the study will not be conducted without your informed consent or the consent of the person acting on your behalf; and
- Refuse treatment or withdraw from the research study at any time.

Treatment Costs

You have the right to

- Receive a full explanation of all charges by the facility and the doctor;
- Be informed about your financial responsibilities after payment by Medicare, Medicaid and/or other healthcare insurance coverage and prior to receiving treatment; and
- Obtain assistance about how you can pay your bill and about programs available to help you.

Patient Responsibilities

Be Informed

It is your responsibility to

- Learn as much as you can about your kidney disease and how it is treated; and
- Talk to your healthcare team about your concerns regarding your treatment.

Be On Time

It is your responsibility to

- Make every effort to be on time for your scheduled dialysis;
- Tell the dialysis facility ahead of time if you are unable to attend your next treatment date; and
- Understand that your treatment may be shortened if you arrive late.

Plan and Follow a Treatment Program

It is your responsibility to

- Supply all information about your health that is needed to plan and carry out a treatment program that will give you the best results; and
- Find out about the other services and referrals that are recommended by your healthcare team.
- Indicate your refusal of any drugs, treatments, or procedures offered to you in writing; and
- Accept full responsibility for the outcomes of your refusal.

Follow Facility Policies

It is your responsibility to

- Follow the facility policies and procedures that have been developed to provide safety and quality of care for all patients.

Be Considerate

It is your responsibility to

- Treat other patients and staff members with respect, dignity and consideration; and
- Never threaten others, act in a violent manner, or cause any physical harm.

Meet Financial Obligations

It is your responsibility to

- Make every effort to pay your bills for care from the dialysis facility and doctor(s);
- Get Medicare Part B coverage or co-insurance through a private insurance carrier;
- Inform the facility business office of all health insurance programs and policies from which you receive direct payment for services in the treatment of kidney disease; and
- Pay the dialysis facility and doctor when you receive payments from your health insurance company or medical policies.
- Maintain contact with your insurance carrier to keep in good standing

Notes

For more information or to file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program

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