

ESRD Patient Rights

- Respect, dignity, and recognition of individuality and personal needs.
- Receive all information in a way that can be understood.
- Privacy and confidentiality in all aspects of treatment and in medical records, including the right to view and receive a copy of your medical record (a nominal charge may be assessed).
- Be informed about and participate, if desired, in all aspects of your care. Be informed of the right to refuse treatment, to discontinue treatment, or to refuse to participate in experimental research.
- Be informed about your right to execute advance directives.
- Be informed about all treatment modalities and settings, including transplant, all home dialysis modalities and in-center dialysis.
- Be informed of facility policies regarding patient care including isolation of patients.
- Be informed of facility policies regarding the reuse of any dialysis supplies.
- Be informed of your medical status by your physician or physician extender as documented in the medical record.
- Be informed of services available in the facility and charges for services not covered by Medicare.
- Receive the necessary services outlined in the patient plan of care.
- Be informed of the rules and expectations of the facility regarding patient conduct and responsibilities.
- Be informed of the facility's internal grievance process.
- Be informed of external grievance processes, including how to contact the ESRD Network and the State Survey Agency.
- Be informed of the right to file internal grievances or external grievances or both without reprisal or denial of services. The grievance may be filed personally, anonymously or through a representative of your choosing.
- Be informed of the facility's policies for transfer, routine or involuntary discharge, and discontinuation of services to patients.
- Equal consideration of treatment without regard to age, sex, race, religion, or ethnic origin.
- Receive written 30-day notice before involuntary discharge after the facility follows the involuntary discharge procedure. In case of immediate threat to the health and safety of others an abbreviated procedure may be followed.

ESRD Patient Responsibilities

- Learn all you can about your disease, its treatment, options, and your rights and responsibilities as a renal patient.
- Recognize what an emergency is and what actions must be taken in emergency situations.
- Provide a complete and accurate medical history to the professional team supervising your care.
- Let a member of your professional team know if you do not understand information about your care and treatment.
- Tell a member of your professional care team if there is a sudden change in your condition.
- Obtain and take the medications prescribed for you or discuss with the professional care team why you are unable to do so.
- Follow your diet or request further instructions if you do not understand or are unable to follow your diet.
- Make every effort to arrive for your scheduled dialysis treatments on time and inform the dialysis unit if you are unable to come.
- Stay on dialysis for the prescribed length of your treatment run.
- Consider the needs of other patients and understand that the professional team has a responsibility for all of the patients under their care.
- Tell a member of your professional care team if you are diagnosed with a communicable disease.

Do you have a concern about your care that is not being addressed?

You may wish to contact your State Survey Agency or Midwest Kidney Network.

Midwest Kidney Network and State Survey Agencies monitor ESRD facilities to make sure they meet Medicare Standards. Both the Network and the State Survey Agencies receive and investigate complaints.

Midwest Kidney Network
1-800-973-3773
1360 Energy Park Drive, Suite 320
Saint Paul, MN 55108
www.midwestkidneynetwork.org

Wisconsin Department of Health & Family Services
1-800-642-6552 or 608-266-8481
Bureau of Quality Assurance
PO Box 2969
Madison, WI 53701-2969