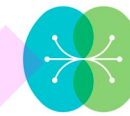


## Patient Rights\*

- Receive all information in a way that you can understand.
- Privacy and confidentiality in all aspects of treatment.
- Be informed about all your treatment options and your right to execute advance directives.
- Be informed of all facility policies affecting your care.
- Be informed of charges for services not covered by Medicare.
- Receive the necessary services outlined in the patient plan of care.
- 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 facility's policies for transfer, routine or involuntary discharge, and discontinuation of services.
- 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 a different procedure may be followed.*

## Patient Responsibilities\*

- Notify a member of your care team if you do not understand information about your care and treatment.
- Learn all you can about your disease, treatment options, and your rights and responsibilities as a renal patient.
- Know what actions you need to take in emergency situations.
- Provide a complete and accurate medical history to the professional team supervising your care.
- Tell a member of your care team if there is a sudden change in your condition.
- Obtain and take the medications prescribed for you.
- 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.



**Midwest  
Kidney Network**



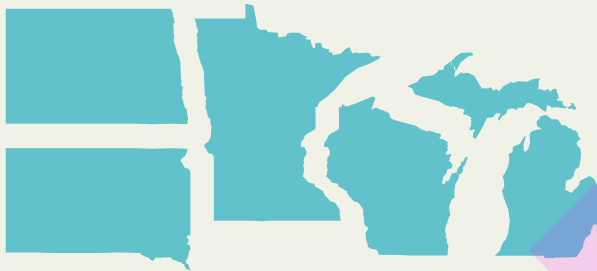
**Learn how we help people  
with kidney disease.**

\* These are abbreviated lists. You can ask your provider for a copy of the longer versions.

## Our History and Our Mission

Since 1978, we have been working with the Centers for Medicare & Medicaid Services (CMS) to assess and improve the quality of care provided to people with chronic kidney disease.

Our primary goals include: (1) responding to patient concerns about their care, (2) helping providers improve care and quality of life for people with chronic kidney disease, and (3) supporting accuracy and integrity of the database for people with kidney disease.



## Our Stakeholders

- Five states: Michigan, Minnesota, North Dakota, South Dakota, and Wisconsin
- 512 kidney dialysis providers
- 21 kidney transplant centers
- 48,187 people with kidney failure (as of 12/31/2016)
- Five State Survey Agencies

## How We Help Patients

Midwest Kidney Network provides a complaint and grievance process, enabling patients to voice concerns about the care they receive to an objective third party.



If you think you may have a grievance or you want to have a confidential discussion about a situation, event, or condition involving your care or services, we encourage you to contact us.

We also provide information on living well with kidney disease, and contact information for other agencies that help patients with kidney disease.

## Midwest Kidney Network 1-800-973-3773

1360 Energy Park Drive, Suite 200  
Saint Paul, MN 55108  
info@nw11.esrd.net  
www.midwestkidneynetwork.org

## Patient and Family Engagement



People with kidney disease are key partners in all of our work to improve care. Our **Consumer Committee** is made up of kidney patient representatives from our five-state area. This committee supports Network goals by identifying issues and acting to improve them. Designated members also serve on the Medical Review Committee and Board of Directors.

Another way patients work with us is through our learning and action network **EPIC (Engaging Patients to Improve Care)**. The following are just a few of the topics addressed by the Consumer Committee and EPIC.

- Engaging patients in their care.
- Choosing the type of best vascular access.
- Providing patient perspectives on types of dialysis and kidney transplant.
- Participating in peer mentoring and patient focus groups.