

# Ideas for Supporting Patient Rights in the Dialysis Facility

All resources mentioned are linked to and available at [www.heartlandkidney.org](http://www.heartlandkidney.org) or [www.mykidneykit.org](http://www.mykidneykit.org).

The patient has the right to...	How the facility can ensure these rights:
(1) Respect, dignity, and recognition of his or her individuality and personal needs, and sensitivity to his or her psychological needs and ability to cope with ESRD;	<ul style="list-style-type: none"> <li>✓ Plan of care should be individualized</li> <li>✓ <a href="#">All About You Plan of Care Toolkit</a></li> </ul>
(2) Receive all information in a way that he or she can understand;	<ul style="list-style-type: none"> <li>✓ Teach-back can help ensure this - review the <a href="#">Heartland Huddles</a> with your care team</li> </ul>
(3) Privacy and confidentiality in all aspects of treatment; (4) Privacy and confidentiality in personal medical records;	<ul style="list-style-type: none"> <li>✓ Options available to talk about sensitive topics off the treatment floor</li> <li>✓ Privacy screens</li> <li>✓ HIPPA compliance</li> </ul>
(5) Be informed about and participate, if desired, in all aspects of his or her care, and be informed of the right to refuse treatment, to discontinue treatment, and to refuse to participate in experimental research;	<ul style="list-style-type: none"> <li>✓ Options made available to participate in plan of care meetings</li> <li>✓ Shared Decision Making - review the <a href="#">Heartland Huddles</a> with your care team</li> </ul>
(6) Be informed about his or her right to execute advance directives, and the facility's policy regarding advance directives;	<ul style="list-style-type: none"> <li>✓ <a href="#">My Plan: Making My Wishes Known</a>- MY KIDNEY KIT page</li> </ul>
(7) Be informed about all treatment modalities and settings, including but not limited to, transplantation, home dialysis modalities;	<ul style="list-style-type: none"> <li>✓ Annual review of treatment options</li> <li>✓ Treatment option lobby days</li> <li>✓ MY KIDNEY KIT: <a href="#">My Choices</a> pages</li> </ul>
(8) Be informed of facility policies regarding patient care, including, but not limited to, isolation of patients; (9) Be informed of facility policies regarding the reuse of dialysis supplies, including hemodialyzers;	<ul style="list-style-type: none"> <li>✓ Updating patients on changes in policies in a timely manner</li> </ul>
(10) Be informed by the physician, nurse practitioner, clinical nurse specialist, or physician's assistant treating the patient for ESRD of his or her own medical status as documented in the patient's medical record, unless the medical record contains a documented contraindication;	<ul style="list-style-type: none"> <li>✓ Medical records should show that their status was discussed with patient or designee. This could be updated during Plan of Care meetings.</li> </ul>
(11) Be informed of services available in the facility and charges for services not covered under Medicare;	<ul style="list-style-type: none"> <li>✓ Share with each patient, their coverage according to their health insurance</li> </ul>
(12) Receive the necessary services outlined in the patient plan of care described in the ESRD conditions for coverage;	<ul style="list-style-type: none"> <li>✓ Documentation of care provided according to the plan of care should be present in the patient's medical record</li> </ul>

<p>(13) Be informed of the rules and expectations of the facility regarding patient conduct and responsibilities;</p>	<p>✓ Annual review of patient responsibilities and facility rules is recommended</p>
<p>(14) Be informed of the facility’s internal grievance process;  (15) Be informed of external grievance mechanisms and processes, including how to contact the ESRD Network and the State survey agency;  (16) Be informed of his or her right to file internal grievances or external grievances or both without reprisal or denial of services; and  (17) Be informed that he or she may file internal or external grievances, personally, anonymously or through a representative of the patient’s choosing.</p>	<p>✓ Annual review of the grievance process with patients and staff  ✓ Review Grievance process <a href="#">flow sheet</a>  ✓ Review the <a href="#">Heartland Huddles</a> to Improve the Grievance Process  ✓ <a href="#">My Network: Grievances</a>  ✓ Utilize the “Speak Up” Grievance Flier in <a href="#">English</a> or <a href="#">Spanish</a>  ✓ Ensure Network posters are posted in an area accessible to all patients</p>
<p>(18) Right to be informed regarding the facility’s discharge and transfer policies. The patient has the right to –  (18a) Be informed of the facility’s policies for transfer, routine or involuntary discharge, and discontinuation of services to patients; and  (18b) Receive written notice 30 days in advance of an involuntary discharge, after the facility follows the involuntary discharge procedures described in § 494.180(f)(4). In the case of immediate threats to the health and safety of others, an abbreviated discharge procedure may be allowed.</p>	<p>✓ Annual review of patients’ rights should include a review of the discharge and transfer policies</p>
<p>(19) Posting of rights. The dialysis facility must prominently display a copy of the patient’s rights in the facility, including the current State agency and ESRD network mailing addresses and telephone complaint numbers, where it can be easily seen and read by patients.</p>	<p>✓ Ensure Network posters are posted in an area accessible to all patients</p>

For more information or to file a grievance, please contact:  
Heartland Kidney Network • 920 Main, Suite 801 • Kansas City, MO 64105  
Toll-Free Patient Line: (800) 444-9965 • [net12@nw12.esrd.net](mailto:net12@nw12.esrd.net) •  
[www.heartlandkidney.org](http://www.heartlandkidney.org)