

Patient Rights and Responsibilities



As a patient, you should know about your rights and responsibilities. Medicare has a list of patients' rights, and every clinic has a list of responsibilities and rules. To download patient resources or learn more about patients' rights and responsibilities, please visit our website at esrd.qsource.org.

You have the right to:

Get Quality Care

- Be treated with respect, dignity and concern
- Be a part of your healthcare team with a dietitian, doctor, nurse and social worker

Privacy

- In your care
- With your medical records

Get Information

- In a way you can understand
- About your health, test results and medications
- About your care and how to be involved
- About all treatment options including home dialysis and transplant

Be Informed of Services and Policies

- Available at the clinic
- About patient care
- About the cost of any services
- About transfer and discharge, including a 30-day notice of discharge

File a Grievance

- At the clinic, with the ESRD Network or State Survey Agency without fear of losing services
- For yourself anonymously or by someone else filing on your behalf

Direct Your Care

- Refuse or stop treatment
- Refuse to be in a research project
- Complete a living will or name a healthcare power of attorney

You have a responsibility to:

Learn and Ask Questions

- Learn as much as you can about kidney disease and how it's treated
- Talk to your healthcare team about any concerns about your treatment

Plan and Follow a Treatment Plan

- Give staff the health information needed to make your treatment plan
- Be on time and call if you are unable to come for your treatment
- Share if you have medical problems, have seen a doctor or dentist, or been to the hospital

Be Respectful

- Treat other patients and staff as you would like to be treated; with respect and dignity
- Never threaten others, act in a violent way or cause any physical harm
- Follow the clinic's policies and rules to make sure everyone is safe

Pay For Your Treatment

- Keep your insurance up to date and pay your bills
- Keep the clinic informed of any changes

Ask the social worker for a full list of your rights and responsibilities.

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

Qsource ESRD Networks

3725 Champion Hills Drive, Ste. 3100
Memphis, TN 38125

ESRD Network 16: Toll-Free: 800-456-6919

ESRD Network 17: Toll-Free: 800-444-9965



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