

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



This material was prepared by Qsource, an End-Stage Renal Disease (ESRD) Network under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 26.ESRD.05.064