



PEERS in Action

Patients Educating, Empowering,
Representing, Supporting

Get Involved and Make a Difference!

PEERS in Action are individuals who are on dialysis or have had a kidney transplant. They volunteer at their dialysis clinic, work with staff to help improve the patient experience and share patient education. PEERS can also serve as peer mentors to fellow patients by sharing their experiences and providing support and encouragement.

What You Can Do

- Share vital information with other patients.
- Provide the patient voice by sharing questions and concerns with facility staff.
- Encourage patients to be involved in their own healthcare.
- Make a positive difference in the quality of life of dialysis patients.

Patient Involvement

- Take part in bi-monthly educational calls.
- Share newsletters.
- Volunteer one hour each week.

Build Bridges for Communication



Encourage Peer-to-Peer Mentorship



Engage Patients in Their Care



Join PEERS in Action

Ask your staff members how you can work with Qsource ESRD Networks and the PEERS in Action program.

To file a grievance, patients may contact:

ESRD Network 10 (IL)
911 E. 86th Street, Suite 202 | Indianapolis, IN 46240
Toll-Free Patient Line: (800) 456-6919
ESRDNetwork10@qsource.org

ESRD Network 12 (IA, KS, MO, NE)
920 Main, Suite 801 | Kansas City, MO 64105
Toll-Free Patient Line (800) 444-9965
ESRDNetwork12@qsource.org



ESRDNetwork10.org | ESRDNetwork12.org

This resource was developed while under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contract #NW10 - 75FCMC21F0001 and #NW12 - 75FCMC21F0002. The contents presented do not necessarily reflect CMS policy. 21.Q-ESRD10.06.065