



Patients' Rights and Responsibilities

Paying for Dialysis Care

Every person with end-stage renal disease (ESRD) has a right to choose life-sustaining dialysis treatments. Dialysis in an outpatient clinic requires certain things be done to continue treatment, including paying for care. Medicare outlines four very special situations that allow a clinic to discharge someone from their care, including not paying for dialysis care services.



Patient Rights

- To be told about any services that you must pay for if not covered by insurance and/or Medicare.
- To be told about any financial help available to you.
- To be informed about the clinic's policies about transfer and discharge. Each clinic has a policy and steps to follow when a patient requests to transfer, decides to stop dialysis or is involuntarily discharged from the clinic.
- To receive a 30-day notice of discharge.



Patient Responsibilities

- Pay your bills on time. If this is hard for you, ask about a payment plan.
- Keep your insurance coverage current by paying premiums on time.
- Keep the clinic informed of any changes in insurance coverage.
- Apply for coverage that may be available through the state's Medicaid program.



What can I do to work with the clinic to avoid being discharged?

- Work with your social worker and/or the business office. Tell them about any changes and what steps you are taking to get it resolved.
- If more paperwork is needed, make sure to get it to the clinic in a timely manner.
- Follow through on any steps that the clinic tells you to complete in order to get your insurance back in place.



What happens if I am given a 30-day notice of discharge?

- The clinic social worker will work with you to try and find another clinic to accept you as a patient during the 30 days you are still at the clinic.
- The clinic will share the records required by the other clinics to accept you as a patient.
- A clinic or a doctor cannot be forced to accept a patient. The Network, your State Agency, and Medicare do not have the authority to require you be accepted into care.
- You may have to go to the emergency room to get your dialysis. The hospital is only required to give you dialysis if it is an emergency. They may draw labs to determine if you need emergency care. The hospital gives acute care, not ongoing outpatient treatment. It is unlikely you will get dialysis three times a week like you are used to.
- Without regular dialysis, your life may be shortened.

My Next Steps

If your clinic has said you are at-risk for discharge because of payment problems use the space below to write down the steps you are going to take to help fix the issue.

It is important that you know and understand your rights and responsibilities. If you have any questions or concerns about this, or any part of your care, please reach out to the Network. We're here to help!

To file a grievance, patients may contact:

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

Qsource ESRD Network 12 (IA, KS, MO, NE)
920 Main, Suite 801 | Kansas City, MO 64105
Toll-Free Patient Line: (800) 444-9965

