

# My Network: 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 rules that patients should follow. Knowing what these are for your clinic will help you know what to expect from your care team and what they expect from you.



## Patient Rights

Rights for people getting dialysis care set by Medicare include the right to:

-  **Get quality care by**
  - being treated with respect, dignity, and concern
  - being a part of your healthcare team with a dietitian, doctor, nurse and social worker.
-  **Have 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 and the cost
  - about patient care
  - about your rights and clinic rules
  - 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, without giving your name, or someone else can file it for you



## Direct your care by

- refusing or stopping treatment
- refusing to be in a research project
- completing a living will or naming a Health Care Power of Attorney

## Patient Responsibilities

Each clinic has a set of expected rules, these may include a responsibility to:



## Learn and ask questions

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



## Pay for your treatment

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

## Patient Responsibilities (cont.)



### Plan and follow a treatment plan

- Give staff the health information needed to make your treatment plan
- Share if you have medical problems, have seen a doctor, dentist or have been to the hospital
- Be on time and call if you are unable to come for your treatment
- Get to and from treatment. Talk with the social worker about services in your area.



### Be kind

- 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

## My Questions: Ask Your Care Team

- Are there any other rules I need to follow in the clinic?
- What are the rules about visitors?
- What is the clinic's policy on transferring or traveling to another clinic?
- What if I feel like my rights are being denied?

## False Ideas About Patient Rights

There are some ideas that patients often have that are common but often are not true in terms of patients' rights for your care. These are few common ideas patients have shared:



### The Staff Cannot Change My Dialysis Time or Chair

- The staff CAN make changes to your treatment time and chair in order to make sure ALL patients can get safe care.
  - If you are working or going to school, the clinic has a duty to work with you to make a schedule that allows you to continue work or attend school. This may include a referral to another clinic that can meet your needs.



### I Can Choose Who Cares For Me

- Staff are assigned tasks based on their skills and the needs of ALL patients.
- You have the right to file a grievance and share any concerns about staff care.



### The Staff Must Take Care Of Me, Because Without Dialysis, I Could Die.

- The staff is not required to take care of you if you act in ways that put the safety of others at risk, are verbally or physically threatening or abusive and/or do not pay for your care.

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[ESRDNetwork10.org](http://ESRDNetwork10.org) | [ESRDNetwork12.org](http://ESRDNetwork12.org)

For more information or to file a grievance, please contact

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