

Why this is important to YOU

Being comfortable with your health care team & actually knowing what your care consists is vital to your health and safety!

Understanding what your health care provider or dialysis facility tells you will help you take better care of and protect yourself.

That's why it's so important to ask questions & understand your medications and diet. Don't be afraid to actively take part in everything about your care. The staff are here to take care of you assist you. It is your job to help take care of yourself & take charge of your own health care.

you do not know what is going on with your personal healthcare, the chance for errors is much higher! You will have better & safer care if you just SPEAK UP!



You have a role in the safety of
your healthcare

SPEAK UP

Speak Up is a public education campaign started by the Joint Commission. For more information or resources on SPEAK UP visit their website at www.jointcommission.com.

Speak Up was adapted for outpatient dialysis patients by the:



4040 McEwen Rd Suite 350 Dallas, Tx 75244

www.esrdnetwork.org

972-503-3219 or 1-877-866-4435

Supporting Quality Care

SPEAK UP

SPEAK UP!

HELP PREVENT
ERRORS IN YOUR
CARE



Ask Questions

Educate Yourself

Pay Attention

SPEAK

UP

Speak up if you have questions or concerns, and if you don't understand, ask again. It is your body so you have the right to know.

- Don't be afraid to tell the nurse or doctor if you think you are about to receive the wrong medication or to tell them about an allergy.
- Don't hesitate to tell the healthcare professional if you think they have confused you with another patient.

Your safety is too important to worry about embarrassment or hurting someone's feelings!

Pay attention to the care you are receiving during dialysis. Don't assume just because it's routine it's always correct.

Make sure the tech, Dr. or nurse caring for you wears gloves & uses hand sanitizer or washes their hands.

Educate yourself about your ESRD and dialysis. Gather information about your condition and treatment options. Your healthcare team (Dr, Nurse, Dietitian, Social Worker) & the internet are a good place to go for information.

- Be sure to read all medical forms & information before you sign anything or leave the office or dialysis facility, in case you have questions & to make sure you understand.

Ask a trusted friend or family member to be your advocate. They can ask questions you may have forgotten, or **Speak Up** when you don't.

- Be sure this person understands your treatment & preferences.

Know what medications you take & why you take them. Medication errors are the most common type of medical error.

- Always have a current medication list either at home, in your car, or on your person, in case you have questions or to share with others.
- Be sure to tell about any allergies you have.

Use Dialysis Facility Compare to compare facilities in your area. You can ensure they are Medicare certified, get locations, shifts available, types of dialysis and see results of care there.

- You may also ask a Social Worker or the Network about a facility closest to you when looking for a new or transferring facility.

Participate in all decisions about your treatment! **You are the center of the health care team!**

- Keep copies of your health care records from all hospitalizations for your doctor and facility.
- Ask these 3 questions when you get information on your care:
 1. What is the main problem?
 2. What do I need to do about it?
 3. Why is it important for me?

Remember this is your life line they are caring for.