

We Are Your Partners for Success

COVID-19 has created many barriers and has obstructed several of the normal practices in dialysis facilities. Many providers have begun completing additional tasks and operating in unique roles. Along with managing operational barriers, providers are also tasked with addressing patient barriers.

In efforts to support dialysis providers and ensure that each patient receives quality healthcare and support, the ESRD Network of Texas (Network 14) has established a Collaborative Disaster Plan to assist during emergency situations that negatively impact the delivery of dialysis services. The Network is available to assist with emergency situations; however, providers are advised to thoroughly assess emergencies and complete tactical interventions to resolve identified concerns prior to contacting the Network or State Agency Representatives.

You are the patient's first source for help.

Please call ESRD Network 14 for assistance

Before contacting the Network ensure you have all the necessary information related to the patient's concern. (i.e. insurance, treatment days/times, location, mobility, etc.)

ESRD Network of Texas
4099 McEwen Rd, Suite. 820
Dallas, TX 75244
Office: 972-503-3215
Fax: 972-503-3219
email: nw14info@allianthealth.org
website: www.esrdnetwork.org/



WHEN ADDRESSING PATIENTS' NEEDS IT IS IMPORTANT TO CONSIDER ALL POSSIBILITIES.

BOTTOM-UP
APPROACH



Here are a few suggestions to assist with resolving matters related to transportation, supplies and general concerns in a timely manner.

- Consult with your team to develop a plan. Inform your leadership of the concerns.
- Complete all waivers and forms per CMS for supplies and staffing concerns.
- For transportation needs contact transportation companies in your local area. Verify the patient's insurance benefits for possible transportation coverage.
- Contact worldwide agencies/national organizations for support (i.e. ANNA, United Way, OEM (@ <https://www.dshs.texas.gov/emstraumasystems/etrarac.shtm> and identify your Regional Office for additional support)
- Coordinate services with other providers involved in the patient's care when possible (i.e. Other cohort dialysis facilities closer for treatments, hospitals discharge planners, nursing facilities, home health providers, insurance care management department).
- Contact ESRD Network