



Heartland Kidney
Network

We're Here For You.

MY TREATMENT: WORKING WITH MY CARE TEAM

Whether you do dialysis at home or go to a clinic, working with your care team is very important. Because you spend many hours at the dialysis clinic, it is important that you feel safe and comfortable during your treatments. Good communication, a positive attitude and clear boundaries are keys to working well with your care team.

GOOD COMMUNICATION

Communication is about making a connection with someone.

It includes:

- Give-and-take
- Talking
- Listening
- Acting



All people have a past that helps make them who they are. Age, race, culture, religion and education are just a few differences people may have. However, sometimes these differences can interfere with good communication. Everyone has their own way of dealing with other people at home, work, in the community. Staff and patients will also have different ways of communicating, too. So it is important to be respectful of peoples differences and to be open, accepting and willing to share how to best work with you.

It is not just what you say...
it is how you say it and what you do.

tone of voice • touch
facial expressions • gestures
eye contact • body language (posture)

Good communicators follow the Golden Rule:

TREAT OTHERS AS YOU WANT TO BE TREATED

- Be friendly (a cheerful hello and a nice smile)
- Be polite (know when to say please, thank you and excuse me)
- Be honest
- Be thoughtful (be a good listener, be patient, be on time)
- Be kind
- Cooperate (co-operate = to work well together)

For more information or to file a grievance please contact the Heartland Kidney Network at: Heartland Kidney Network • 920 Main Street • Suite 801 • Kansas City, MO 64105
Toll-Free Patient Line: (800) 444-9965 • net12@nw12.esrd.net • www.heartlandkidney.org

End-Stage Renal Disease (ESRD) #12 Network Coordinating Council, Inc. dba Heartland Kidney Network. This resource was (created, developed, compiled, etc.) while under contract with Center for Medicare & Medicaid Services, Baltimore, Maryland.
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POSITIVE ATTITUDE

Our attitude affects how we communicate with other people. A positive attitude helps us talk and act well with others. A positive attitude may not fix every problem, but it helps us find solutions together.

Always sees the good in a situation
Tries to find solutions to problems
Takes time to appreciate the little things
Is happy with what he/she has
Takes responsibility for his/her actions
Understands the need to listen to other people
Does not complain often
Enjoys life

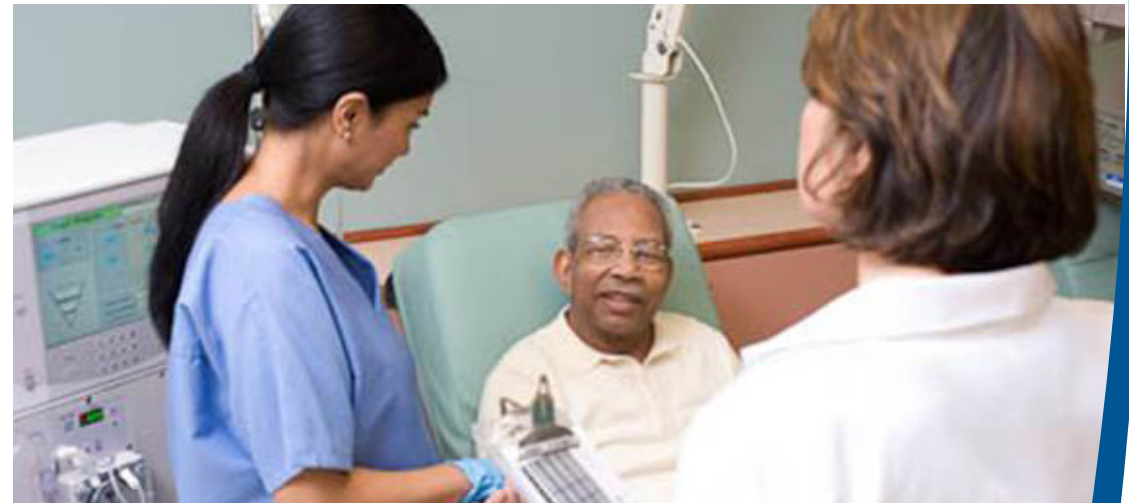
CLEAR BOUNDARIES

The dialysis clinic is different from many other health care settings because of how much time patients and staff spend together. Some patients may spend more time at the clinic

than they do with their own family. Because patients and staff see each other so often, sometimes they can become too close, which may lead to problems. Clinic staff have professional limits they need to keep while working with you. Staff should avoid:

- Sharing personal or work problems
- Becoming friends with patients
- Having a romantic relationship with a patient
- Accepting or giving gifts

Having clear boundaries are important to make sure all patients receive equal treatment.



MY QUESTIONS

Ask your Care Team: Who can I talk to in the clinic if I'm having trouble working with staff? If I want to say thank you to staff, what is good way to show my thanks?

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