



END STAGE RENAL DISEASE NETWORK OF TEXAS

What are my rights as a patient?

- *You have the right* to be treated at the facility of your choice
- *You have the right* to be part of your health care team and receive information from your kidney doctor in words that you can understand.
- *You have the right* to expect privacy when receiving medical care and that your medical information will be kept confidential
- *You have the right* to expect medical care without regard to your race, color, gender, sexual preference, religion, or national origin
- *You have the right* to expect the dialysis facility to employ skilled staff and provide safe, clean, comfortable and professional surroundings.
- *You have the right* to expect the facility to make every effort to make you comfortable and give your treatment on time, according to a schedule that meets special needs whenever possible.
- *You have the right* to voice grievances and recommend changes in policies without fear of discrimination or reprisal

For a full list of patient rights please visit our website at ESRDNetwork.org

Speak Up!

Speak up if you have questions or concerns, and if you don't understand

Pay attention. Take notes at care meetings.

Educate yourself about your ESRD and dialysis.

Ask a trusted friend or family member to be your advocate.

Know what medications you take & why you take them.

Use Dialysis Facility Compare to compare facilities in your area.

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

If 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!**

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Supporting Quality Care



What do I do if I feel my rights are being denied?

- Try to talk to facility management about the problem. It is possible there is a simple explanation. Even if there is not a simple explanation, it may be possible for you and the clinic to work out a solution to the problem that could result in better care for you and other patients.
 - 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.
- If talking does not resolve the problem, or if you feel you cannot discuss your problem with the staff at your clinic, you can go directly to the regional administrator or even the corporate office of your dialysis company or transplant unit. The names and phone numbers of these people should be posted in the waiting room of you clinic.
- You can ask to be instructed on your dialysis facility's process or you can file grievance directly with the state health department in an attempt to resolve the problem.

Texas Department of State Health Services
(888) 973-0022

You can also file a **confidential** grievance with the ESRD Network

To file a grievance please contact End Stage Renal Disease Network of Texas (ESRD Network 14) at 1-877-886-4435, info@nw14.esrd.net, 4040 McEwen Rd. #350, Dallas, Texas 75244, and www.esrdnetwork.org.