

## How Do Your Patients Qualify?



### To Qualify as Peer Mentors, a Patient Must:

- Have access to a telephone
- Have made a positive adjustment to living with chronic kidney disease, kidney failure, or a kidney transplant
- Be a positive role model that others can relate to, identify with, and learn from
- Be willing to complete a comprehensive telephone-based training program
- Be able to communicate well with others
- Be culturally sensitive, empathetic, and understanding
- Speak English to participate in training
- Be competent to serve as a mentor after training

### To Be Matched with a Peer Mentor, a Patient Must:

- Have access to a telephone
- Be willing to be interviewed, assessed, and matched with a peer mentor
- Have at least one of the following characteristics:
  - Be newly diagnosed with chronic kidney disease
  - Need help adjusting to chronic kidney disease or kidney failure
  - Be considering a kidney transplantation or already have a kidney transplant
  - Be new to dialysis



30 East 33rd Street  
New York, NY 10016  
800.622.9020  
[www.kidney.org](http://www.kidney.org)



A new program that connects patients who want support with someone who has been there.

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## HELP YOUR PATIENTS CONNECT TO EACH OTHER



### PEERS Lending Support

A new program that connects patients who want support with someone who has been there.

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# PEERS

## Lending Support

### WHAT IS IT?

- A national, telephone-based peer support program from the National Kidney Foundation
- Helps patients adjust to living with chronic kidney disease, kidney failure, or a kidney transplant
- Matches people in need of support with peer mentors who are positive role models

### WHY TELL YOUR PATIENTS ABOUT PEERS?

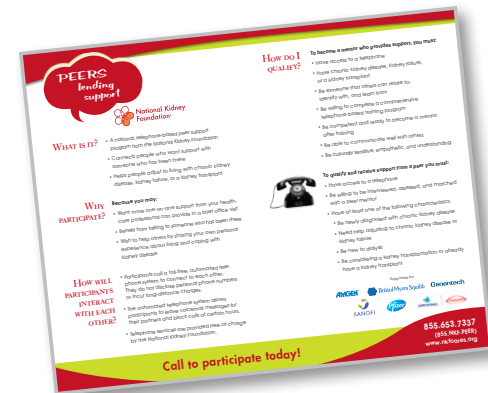
- Because your patients:**
- May benefit from more one-on-one support than clinicians can provide during a brief office visit
  - Face challenges that affect nearly every aspect of their day-to-day physical and emotional life
  - May be challenged by a lack of support that can hinder their ability to follow the recommended treatment plan
  - Need empathy and understanding, confirmation that they are not alone in coping, positive role models, and hope for the future
  - May benefit from helping others

### HOW WILL YOUR PATIENTS INTERACT WITH EACH OTHER?

- Participants call a toll-free, automated telephone system to connect to each other. They do not disclose personal phone numbers or incur long-distance charges.
- The automated telephone system allows participants to leave voicemail messages for their partners and block calls at certain hours.
- Telephone services are provided free-of-charge by the NKF.

### HOW DOES IT WORK?

- Guidance and oversight is provided by an expert clinician from the National Kidney Foundation.
- Potential peer partners are interviewed, screened, and appropriately matched.
- Peer mentors receive comprehensive training to capably and effectively support other people through empathy, listening, confidentiality, self-awareness and problem-solving. They do not offer medical advice. Training includes a post-training competence assessment.
- Mentoring takes place by telephone. Telephone services are provided free-of-charge by the NKF.
- Includes access to an educational website for PEERS patients and their families.



### For your patients

A flyer describing the Peers program to patients can be downloaded free at: [www.nkfcare.org](http://www.nkfcare.org)

### Invite your patients to call today!

**855.653.7337 (855.NKF.PEER) or**  
**[www.nkfcare.org](http://www.nkfcare.org)**



### Helps to adjust

Peer support helps people adjust to living with kidney disease or with a kidney transplant. Studies show it is highly effective in helping patients adjust to chronic disease, dialysis, approach end-of-life planning, and alleviate fears about kidney transplantation. It improves depression, social isolation, self-esteem, and self-management, leading to better health and survival.

### Improves the health of the helper

Evidence shows that people who help others have higher rates of physical health, life satisfaction, and lower rates of depression. They are more optimistic about their chances to live longer. Helping others can provide a sense of purpose, especially for older adults. Another advantage? It reinforces the self-health skills of mentors.

### Improves self-management

Telephone-based peer support has been shown to be effective in patients with kidney failure, cancer, diabetes, heart disease, depression, HIV/AIDS, and numerous other conditions. Among other benefits, it can increase the quality and quantity of support between clinic visits, leading to better self-management. This is especially useful to those who are tackling challenging medical tasks, such as adjusting to kidney disease or transplantation.