



ESRD Network 6 Presents: Tips for Patients to Help Prevent Complaints at the Dialysis Facility

ESRD Network 6 receives complaints and grievances reported by dialysis patients and family members. Based on these calls, from 01/01/2010—06/30/2010, the most common complaints received from dialysis patients and family members were:

- **Dialysis Care**
- **Treatment Times**
- **Lack of Professionalism among staff**

**Please review the following tips related to your dialysis care!
If you have any concerns at your dialysis facility, contact us at
(800) 524-7139 from 8:30 am—5:00 pm.**

Treatment Times

- Come to every treatment. If you are not able to make it to your treatment, please call facility staff as soon as possible.
- Show up on time for your scheduled treatment. If you are going to be late, call facility staff as soon as possible. If you are not on time, it will interfere with the schedule for other patients and accommodations may need to be made.
- Please follow treatment orders, and do not sign off early. Getting the full prescribed treatment is important to your overall health and well being.
- If your treatment time does not work with your schedule, discuss a possible change with the Social Worker or Nurse.

Your Dialysis Care

- Understand your rights and responsibilities as a patient.
- Get involved in your care by attending care conferences, reading educational information, getting involved in your community, and joining dialysis support groups.
- Don't be afraid to ask questions about your care.
- If you are having problems or concerns with your treatment or care, talk to the appropriate staff such as Social Worker, Nurse or Nephrologist.

Professionalism/Boundaries

- Understand that staff are to maintain a professional and not personal relationship with you. This helps to establish clear boundaries and expectations.
- Don't make threatening remarks or inappropriate comments. Speak to staff in a respectful manner, if a problem or concern arises address it with the appropriate staff such as Social Worker or Nurse.
- Respect the other patients that are around you. If you have concerns or problems with your care please don't get other patients involved. Address your concerns with the facility staff.