

The staff can't change my dialysis time.

Yes, the staff can change the time persons receiving dialysis go on and off the machine. The staff must consider the needs of ALL the patients in the unit and not just the needs of one. However, if a person with kidney failure is working or going to school, the facility has a responsibility of working with them to allow you to continue.

The staff "have" to take care of me, without dialysis, I could die.

Yes and No. The staff are not required to take care of patients if they behave inappropriately, place the safety of the other patients or staff at risk, become verbally and/or physically threatening or abusive, or do not pay their bill. In fact, certain behaviors can cause the staff to immediately terminate a patient from a clinic, and contact the police to press charges (assault, battery, verbal or physical violence). The Golden Rule of Thumb staff are encouraged to follow is: Is the behavior acceptable in the physicians office? If not, it is not acceptable in the dialysis unit.



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Promoting and facilitating high quality care standards for dialysis and kidney transplant patients in Iowa, Kansas, Missouri and Nebraska.



YOUR RIGHTS & RESPONSIBILITIES

PATIENT EDUCATION SERIES

Rights and Responsibilities

Centers for Medicare & Medicaid Services (CMS) pays for the majority (80%) of treatment most people on dialysis receive. As a person with kidney failure, you have certain rights and responsibilities. When you go to a treatment center, ask for a copy of your rights and responsibilities. This will help you know what to expect from your health care team and what they can expect from you. If you haven't reviewed your rights and responsibilities in awhile, ask the staff for another copy.

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YOUR RIGHTS & RESPONSIBILITIES

Rights

Each dialysis unit has rights for persons receiving dialysis care. Some of the common rights may include:

- I have a right to be told about my rights and responsibilities.
- I have the right to be treated with respect.
- I have the right to privacy. My medical records can't be shared with anyone, unless I say so.
- I have the right to meet with my whole health care team to plan my treatment.
- I have the right to see the dietitian for help with food planning and the social worker for counseling.
- I have the right to be told about my health in a way that I understand.
- I have the right to be told about and to choose my treatment options.
- I have the right to be told about any tests ordered for me and the test results.
- I have the right to be told about the services offered at the center.
- I have the right to be told about the process of dialysis and dialyzer re-use.
- I have the right to be told about any expenses that I have to pay for

if they are not covered by insurance or Medicare.

- I have the right to be told about any financial help available to me.
- I have the right to accept or refuse any treatment or medicine my doctor orders for me.
- I have the right to be told about the rules at the treatment center (for example, rules for visitors, eating, personal conduct, etc.)
- I have the right to choose if I want to be part of any research studies.

Responsibilities

Likewise, each unit has responsibilities for all persons receiving dialysis in their facility. Some of the usual responsibilities may include:

- I need to treat other patients and staff as I would like to be treated, with respect.
- I need to pay my bills on time. If this is hard for me, I can ask about a payment plan.
- I need to tell my health care team if I refuse any treatment or medicine that my doctor has ordered for me.
- I need to tell my health care team if I

don't understand my medical condition or treatment plan.

- I need to be on time for my treatments or when I see my doctor.
- I need to tell the staff at the center if I know that I'm going to be late or miss a treatment or visit with my doctor.
- I need to tell my health care team if I have medical problems, am going to the dentist, am being treated by another doctor, or have recently been to the hospital.
- I need to follow the rules of the center.
- I need to get to and from the center for my treatments. I can talk with my social worker if I need help doing this. Medicare does not pay for transportation.

Source: <http://www.medicare.gov/Dialysis/Static/Publications.asp?dest=NAV|Home|Resources|Publications#TabTop>

Common Misperceptions

Sometimes the frustration of dealing with a chronic illness is overwhelming. Some common misperceptions persons receiving dialysis have shared through the years include: (Continued on reverse)