

# *You Have a Right To*

1. Respect, dignity, and recognition of his or her individuality and personal needs, and sensitivity to his or her psychological needs and ability to cope with ESRD.
2. Receive all information in a way that he or she can understand.
3. Privacy and confidentiality in all aspects of treatment.
4. Privacy and confidentiality in personal medical records.
5. Be informed about and participate, if desired, in all aspects of his or her care, and be informed of the right to refuse treatment, to discontinue treatment, and to refuse to participate in experimental research.
6. Be informed about his or her right to execute advance directives, and facility's policy regarding advance directives.
7. Be informed about all treatment modalities and settings, including but not limited to, transplantation, home dialysis modalities (home hemodialysis, intermittent peritoneal dialysis, continuous ambulatory peritoneal dialysis, continuous cycling peritoneal dialysis), and in facility hemodialysis. The patient has the right to receive resource information for dialysis modalities not offered by the facility, including information about alternative scheduling options for working patients.
8. Be informed of facility policies regarding patient care, including, but not limited to, isolation of patients.
9. Be informed of facility policies regarding the reuse of dialysis supplies, including hemodialyzers.
10. Be informed by the physician, nurse practitioner, clinical nurse specialist, or physician's assistant treating the patient for ESRD of his or her own medical status as documented in the patient's medical record, unless the medical record contains a documented contraindication.
11. Be informed of services available in the facility and charges for services not covered under Medicare.
12. Receive the necessary services outlined in the patient plan of care described in §494.90.
13. Be informed of the rules and expectations of the facility regarding patient conduct and responsibilities.
14. Informed of the facility's internal grievance process.
15. Be informed of external grievance mechanisms and processes, including how to contact the ESRD Network and the State survey agency.
16. Be informed of his or her right to file internal grievance or external grievances or both without reprisal or denial of services.
17. Be informed that he or she may file internal or external grievances, personally, anonymously or through a representative of the patient's choosing

# *It Is Your Responsibility*

1. To be informed through learning as much as you can about your kidney disease and how it is treated and talk to your health care team about your concerns regarding your treatment.
2. To plan and follow a treatment program and find out about other services and referral recommended by your health care team.
3. To be on time for your scheduled dialysis and tell the dialysis facility ahead of time if you are unable to attend your next treatment date.
4. To follow facility policies and procedures that have been developed to provide safety and quality of care to all patients.
5. To be considerate and treat other patients and staff members with respect, dignity and consideration without threatening others, acting in a violent manner or cause physical harm.
6. To fulfill your financial obligations by making every effort to pay your bills, obtain Medicare Part B coverage or co-insurance through a private carrier and keep your facility informed.



For more information, please visit the  
Network Website at [www.heartlandkidney.org](http://www.heartlandkidney.org)  
or call for information at **1-800-444-9965**.

