

PATIENT RIGHTS

In the Dialysis Facility

The patient has the right to:

- 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;
- Receive all information in a way that he or she can understand;
- Privacy and confidentiality in all aspects of treatment and personal medical records;
- 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;
- Be informed about his or her right to execute advance directives and the facility’s policy regarding advance directives;
- 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;
- Be informed of facility policies regarding patient care, including, but not limited to, isolation of patients;
- Be informed of facility policies regarding the re-use of dialysis supplies, including hemodialyzers;
- Be informed by the physician, nurse practitioner, clinical nurse specialist, or physician 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;
- Be informed of services available in the facility and charges for services not covered under Medicare;
- Receive the necessary services outlined in the patient plan of care;
- Be informed of the rules and expectations of the facility regarding patient conduct and responsibilities;
- Be informed of the facility’s internal grievance process and external grievance processes, including how to contact the ESRD Network and the State Survey Agency;
- Be informed of his or her right to file internal grievances or external grievances or both without reprisal or denial of services;
- Be informed that he or she may file internal or external grievances personally, anonymously, or through a representative of the patient’s choosing;
- Be informed of the facility’s policies for transfer, routine or involuntary discharge, and discontinuation of services to patients; and
- Receive written notice 30 days in advance of an involuntary discharge, after the facility follows the involuntary discharge procedures. In the case of immediate threats to the health and safety of others, an abbreviated discharge procedure may be allowed.

If you have questions or to file a grievance about the care you are receiving at your dialysis facility, contact your Network listed below.

Network 7: Florida

T: 800.826.3773
E: NW7info@hsag.com

Network 13: Arkansas, Louisiana, Oklahoma

T: 800.472.8664
E: NW13info@hsag.com

Network 15: Arizona, Colorado, Nevada, New Mexico, Utah, Wyoming

T: 800.783.8818
E: NW15info@hsag.com

Network 17: American Samoa, Guam, Hawaii, Northern California, Northern Mariana Islands

T: 800.232.3773
E: NW17info@hsag.com

Network 18: Southern California

T: 800.637.4767
E: NW18info@hsag.com

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