

HEALTH & H.O.P.E.

HELP ON PROCESSING EVERYTHING DIALYSIS



A Patient's Voice

"First of all, I thank God for keeping me alive all through the years while doing dialysis. I am thankful to God for just living my life, for putting good people in my life, and for giving me a good, supportive family. I am so thankful for the good medical staff, doctors, and DCI workers as a whole. I'll just tell you that I am so blessed." – Lorraine Poe, in-center hemodialysis patient at DCI Jackson, Tennessee.

Lorraine has been on dialysis for 26 years!

Do You Have a Concern or Complaint?

The Network handles patient complaints. A complaint is a written or spoken concern about the care or services provided by a dialysis facility. A complaint can be made by you or someone else. Your concerns are important to us. Here are some tips if you have a complaint:

- Speak to someone on your health care team. This can include your social worker, head nurse, clinic administrator or doctor. Ask to talk about your worries in a private place.
- Write down your worries. This will help you talk about your feelings to your health care team.
- Know your rights as a patient.
- If your worries are not fixed, or you don't feel easy talking with facility staff, contact your Network or State Survey Agency. (See chart for phone numbers and addresses)

The complaint process should be posted in your facility's waiting area. You can make a complaint anonymously (not providing a name to the

Network) or confidentially (providing a name to the Network but not the facility). Your facility should never punish anyone for complaining. Call or email your Network or State

Survey Agency if you have been punished for complaining.

Below is the patient hotline and your state's Department of Health contact information:

Network 8: (Alabama, Mississippi, or Tennessee) The patient hotline is 877-936-9260 .	Network 14: (Texas) The patient hotline is 877-886-4435 .
Alabama Department of Public Health 800-356-9596 www.adph.org/healthcarefacilities/ Mississippi State Department of Health 800-227-7308 www.msdh.state.ms.us/msdhsite/_static/30,0,83.html	Texas Health and Human Service Commission Patient Quality Care Unit 1-888-973-0022 https://www.hhs.texas.gov/services/your-rights/complaint-incident-intake/how-do-i-make-a-complaint-about-hhs-service-provider
State of Tennessee – Office of Healthcare Facilities 877-287-0010 https://www.tn.gov/health/health-professionals/hcf-main.html	

To learn more about making a complaint, visit <https://quality.allianthealth.org/complaint-and-grievance-process/>.

Patient Advisory Committee



Do you like helping others? If so, join our Patient Advisory Council (PAC). PAC members help the Network improve care and quality of life for ESRD patients. Patients, family members and facility staff can join the PAC.

To learn more about the PAC and how to join, visit our [Network 8](#) website (Alabama, Mississippi and Tennessee) or [Network 14](#) website (Texas). These webpages have information on other ways to become involved, such as becoming a facility patient representative (FPR) or a peer mentor.

Check out the following:

- Network 8 PAC [recruitment flyer](#) and [application form](#)
- Network 14 PAC [recruitment video](#), [recruitment flyer](#) and [application form](#)

For questions about the Network 8 PAC, email Casey Rich at casey.rich@allianthealth.org.
For questions about the Network 14 PAC, email Debbie O'Daniel at debbie.odaniel@allianthealth.org.



EMERGENCY DISASTER PLAN

Do you know what to do if you need to leave your home and go to a safe place? If you have to go to another city for safety, do you know how to get a dialysis appointment? Do you have a copy of the three-day emergency diet in case a disaster hits your city or home? Does your family know your disaster plan? **Planning ahead can save your life!**

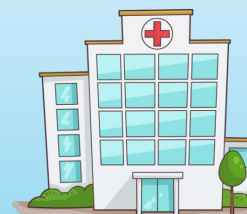
Your dialysis facility has an emergency plan in case of a disaster. Ask your health care team about patient safety at the clinic. Here are some resources to help you with emergency planning:

- Preparing for Emergencies: [A Guide for People on Dialysis](#)
- [Kidney Community Emergency Response](#) (KCER) Resources
- [Emergency Disconnect Procedure for In-center hemodialysis patients](#)
- [Emergency Preparedness Checklist and Tips](#)
- [3-Day Emergency Kidney Diet](#)
- [Patient identification card](#)
- [Save a Life fact sheet](#)
- [National Kidney Foundation](#) (NKF) resources
- [FEMA weather app](#) (to get weather alerts in your area plus four other locations)
- [Ready](#)
- Alabama Emergency Management [Agency](#)
- Mississippi Emergency Management [Agency](#)
- Tennessee Emergency Management [Agency](#)
- [Texas Ready](#)
- The ESRD Network 14 [patient portal](#)

How to Stay Out of the Hospital

- Finish all treatments
- Follow your fluid intake limits
- Follow your renal and diabetic diet
- Keep hands and access clean
- Go to all your doctor appointments
- Take your medicine
- Get your shots

Stay healthy so you can stay out of the hospital.



Summer Drink Recipes



WATERMELON COOLER

(from kitchen.kidneyfund.org)

Ingredients:

- 1 grapefruit, small
- 2 cups of watermelon, cubed
- 8 ice cubes
- 1 ½ cups water
- Pinch of sea salt
- 1 teaspoon honey



Instructions:

1. Peel grapefruit and maintain the white membrane. Separate into pieces.
2. Process all ingredients, except honey, in the blender.
3. Add honey and process for another 15 seconds. Serve and enjoy.

Makes 3 servings – Serving size 8-oz glass

ICED TEA WITH ORANGE AND MINT

(from kitchen.kidneyfund.org)

Ingredients:

- ½ gallon boiling water
- 4 black tea bags
- 2 large oranges, washed and sliced
- 2 large springs of fresh mint leaves, washed

Instructions:

1. Add tea bags to the boiling water. Set aside for 3 to 5 minutes.
2. Put in the fridge for 2 to 3 hours.
3. Add the orange slices and mint and return to the fridge for a few hours or overnight.
4. Serve over ice.

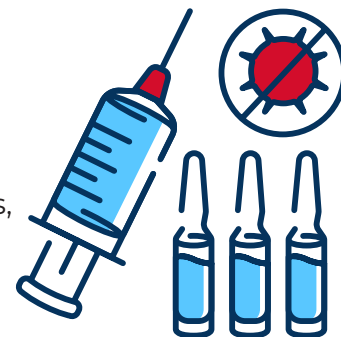
Makes 8 servings
– Serving size
1 cup



Get Your Shots

Having kidney disease means you can get infections easily. Vaccines (or shots) can keep you from getting sick. The three shots people with kidney disease get are flu, pneumococcal and COVID-19.

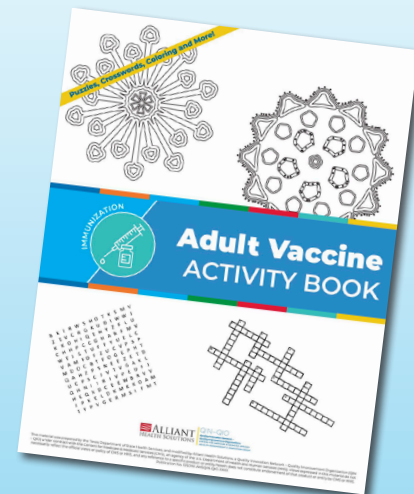
FLU –The flu shot can keep you from getting the flu or getting really sick if you do get the flu. The flu causes headaches, body aches, fever, sore throat, tiredness and a runny nose.



PNEUMOCOCCAL – The pneumococcal shot helps protect you from 20 different types of pneumococcal bacteria. The pneumococcal bacteria causes high fever, chills, cough, headache, difficulty breathing, chest pains, and muscle aches.

COVID-19 – The COVID-19 shot protects you from COVID-19. COVID-19 causes fever or chills, cough, shortness of breath or difficulty breathing, tiredness, muscle or body aches, headache, loss of taste or smell, sore throat, stuffy or runny nose, stomachache or vomiting and diarrhea.

View the [Adult Vaccine Activity Book](#) to learn about these and other shots you may need. The Activity Book has coloring pages, puzzles and word searches to make learning about vaccines fun. Talk with your health care provider to make sure you are up to date with your shots.



Patient Services Tips

If you need help understanding what your doctor or health care team tells you, ask them to repeat it in simple terms. Take part in your health care by joining in your care plan, speaking up, taking notes or talking to your clinic peer mentor.

Here are steps you can take.

- Ask your facility social worker about translation services. Translation services are free for limited English speakers or anyone who uses American Sign Language.
- Ask your health care team to give you information or instructions in a language you know.
- Ask your facility social worker or your health care team about joining in your care plan meeting.
- Take notes and write for your health care team to read and respond to.
- Ask your facility social worker about joining a renal support group or peer mentoring program.



Check out the websites below:

- [Be More Involved in Your Health Care: Tips for Patients \(allianthealth.org\)](http://allianthealth.org)
- [My Plan, My Care \(esrdncc.org\)](http://esrdncc.org)
- [End Stage Renal Disease \(ESRD\) Network Peer Mentoring Program \(allianthealth.org\)](http://allianthealth.org)

Avoiding Transplant Waitlisting Delays

Getting a transplant can take a long time. With the help of your doctor and your health care team, you can make it go faster by getting tests done early. View **How to Avoid Transplant Waitlisting Delays** in [English](#) and [Spanish](#) to learn more.



To file a grievance, contact the following agencies:
ESRD Network 8 - Phone: 1-877-936-9260; Email: nw8info@allianthealth.org;
Mail: 775 Woodlands Pkwy, Suite 310, Ridgeland, MS 39157;
Website: <https://quality.allianthealth.org/topic/esrd-nw8/> -
For patients and facilities in AL, MS, TN

ESRD Network 14 - Office: 972-503-3215; fax: 972-503-3219; Toll-free: 877-886-4435;
Email: nw14info@allianthealth.org Mail: 4099 McEwen Rd, Suite 820, Dallas, TX 75244;
Website: <https://quality.allianthealth.org/topic/esrd-nw14/> - For patients and facilities in TX

Produced under contract numbers: **ESRD Network 8:** 75FCMC19D0005-75FCMC21F0001 and **ESRD Network 14:** 75FCMC19D0005-75FCMC21F0002