

## Respect Safety and Partnership in Care: Quick Guide for Conversations

| RIGHT  | RESPONSIBILITY   | RISK   |
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| You have the right to be treated with respect and dignity as a special person. | Be nice to other patients and staff as you would like to be treated with kindness. <ul style="list-style-type: none"> <li>Do not curse.</li> <li>Do not yell.</li> <li>Ask about your needs kindly.</li> <li>Do not make comments about race or sex.</li> <li>Do not name call.</li> <li>Never threaten harm or physically assault anyone in the clinic.</li> </ul>  | Treating staff and patients disrespectfully breaks the rules. Violating this might lead to a discharge from the facility.<br>Please note that cursing, yelling, name calling, threatening harm, or causing harm violates the rights of other patients and staff.<br>In some states, it is a felony offense to assault medical staff.   |
| You have the right to privacy and confidentiality.                             | Tell your healthcare team if you want to discuss your treatment in a confidential area. <ul style="list-style-type: none"> <li>Ask to meet in an office or by phone.</li> <li>Be mindful and respectful of other patients' rights to privacy and confidentiality.</li> </ul>   | Not asking to have privacy when you want to discuss issues could lead to you not sharing important details with your team about your health or life that could affect your treatment.<br>All patients have the right to confidentiality. If you talk about another patient's health details, you violate their rights. You also violate the rights of others by posting pictures or live streams on social media or taking pictures while in the clinic. |
| You have the right to receive information in a way that you can understand.    | Ask your healthcare team questions and inform them if you do not understand. <ul style="list-style-type: none"> <li>Ask for clarification.</li> <li>Inform staff of any changes such as insurance, address, or telephone number.</li> </ul>  | Not speaking up when you do not understand something could lead to more health problems or the inability of your healthcare team to help you feel your best.   |
| You have the right to be informed and participate in your care.                | Ask questions and be part of your care plan meetings.<br>Come to every treatment. <ul style="list-style-type: none"> <li>Notify the facility if you plan to miss treatment or are going to be late.</li> <li>Tell your healthcare team if you do not understand your medical condition or treatment plan</li> <li>Tell your healthcare team if you have trouble following your diet, taking medications, or following other</li> </ul> | Missing treatment or not telling your healthcare team about other conditions may lead to: <ul style="list-style-type: none"> <li>Fluid buildup</li> <li>Abnormal lab values</li> <li>Cramping</li> <li>Buildup of harmful wastes</li> <li>Problems with blood pressure</li> <li>Confusion</li> <li>Having to go to hospital</li> </ul> <p>If you do not attend your dialysis as ordered by your doctor, you may be</p>                                   |

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|   | <p>recommendations made by your healthcare team.</p> <ul style="list-style-type: none"> <li>• Tell your healthcare team if you have medical problems, are going to see other doctors, or have recently been in the hospital.</li> </ul> | asked to change your scheduled days and time for your dialysis.  |
| You have the right to be informed about advanced directives.  | Ask to speak to your social worker to help explain your options.  | <p>Not having your wishes known in writing about end-of-life medical decisions may lead to unwanted medical treatments, and burden for your family to make decisions.</p> <p>Not providing the clinic with copies of advanced directives could lead to your wishes being violated.</p>   |
| Be informed of facility rules and expectations.   | Follow all the rules of the facility. The rules are similar to conduct expected in any public place or schools.   | Not following your facility's rules might lead to discharge from the facility.   |
| You have the right to be informed about and to choose your treatment options.                                     | Understand that based on your medical condition, not all options are safe for you.  | <p>If your personal goals and lifestyle do not support your current treatment option talk to your health care team about steps, you can take to be considered for home dialysis or transplant.</p> <ul style="list-style-type: none"> <li>• Your right to be informed of your treatment options may mean being informed by your nephrologist that it is not safe to continue with your current treatment option.</li> <li>• If your treatment option is not considered safe by your nephrologist, your nephrologist is allowed to change your orders to another treatment without you agreeing.</li> </ul> |
| You have the right to be informed by a doctor or nurse practitioner about your treatment and your medical status. | Attend treatment so you can meet with your doctor.  | <p>If you do not attend treatment regularly, the healthcare team cannot monitor your progress adequately.</p> <ul style="list-style-type: none"> <li>• Missing treatment on the dates that your providers are in the clinic could lead to being discharged as their patients.</li> <li>• Your nephrologist cannot ethically treat you if you are not seen and assessed by them.</li> <li>• Your doctor is legally allowed to dismiss you as a patient, which might require you to change clinics to find another provider.</li> </ul>  |
| Be informed of the services offered and charges for the services.   | Talk to your social worker if there are updates to your insurance, or you are having trouble paying for your insurance  | If you do not pay your medical insurance premiums, you could face  |

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|  | or medications. Assistance may be available.   | large out-of-pocket costs and discharge from your dialysis facility.  |
| You have the right to be informed of the grievance process.                                    | <p>Provide accurate details and dates of your grievance.</p> <p>Make sure you understand the grievance forms and contact numbers provided to you.</p> <p>Ask questions about who you will be speaking with and what their roles are in your facility.</p> <p>Work with your healthcare team to come to a mutual agreement.</p> | <p>If you do not report concerns right away, it makes it difficult to correct the problem.</p> <p>If you do not follow the grievance process, you might experience frustration due to the wrong staff members being informed. This might lead to a delay in addressing your concerns.</p>   |
| You have the right to receive the necessary services outlined in the patient's plan of care.   | <p>Participate in medical evaluations and assessments.</p> <ul style="list-style-type: none"> <li>• Tell your healthcare team if you are experiencing any unusual symptoms.</li> <li>• Get to and from your dialysis treatments.</li> </ul>  | <p>If you do not participate in needed medical testing, evaluations, and appointments, the healthcare team cannot ensure you are getting the best possible care for your health.</p> <p>If you do not share new physical changes or symptoms, your team and nephrologist will not have a chance to assess potential causes.</p> <p>It is your responsibility to maintain transportation.</p>  |
| You have the right to accept or refuse any treatment or medication your doctor orders for you. | Understand the potential implications or consequences for refusing treatments or medications.  | <p>If you do not agree with your doctor's orders, share your concerns with your team. Your team should hear why you do not agree.</p> <p>Your team will educate you on the treatment.</p> <p>If you refuse to take certain medications or follow certain treatment orders, it is important to tell your team what you are doing. If you do not tell them, there is a possibility that extra medication will be ordered, creating a risk to your health.</p> |