

# ESRD Patient Rights

- The right to receive respect and dignity based on his or her needs, psychological status and coping ability
- The right to be given information in a way that is understandable
- The right to personal privacy and confidentiality
- The right to privacy and confidentiality of Medical Records
- The right to be informed, participate in, refuse, or discontinue all aspects of dialysis care
- The right to establish or refuse an Advance Directive and be advised of the facility policy regarding Advance Directives
- The right to be informed about all ESRD treatment modalities: hemodialysis, peritoneal dialysis, and transplant
- The right to receive a treatment schedule change to accommodate a work schedule
- The right to be informed about all services available in the dialysis facility and the cost of services not covered by Medicare
- The right to receive services as ordered in the Patient Plan of Care
- The right to be informed of rules regarding conduct, behavior and responsibilities
- The right to be informed about the facilities' complaint process
- The right to be informed about external complaint processes: ESRD Network and State Survey Agency
- The right to file a complaint of any type without reprisal or denial of services
- The right to be informed that any type of complaint can be filed anonymously or through a third party representative of the patient's choosing