



Services for Patients: Frequently Asked Questions

Q: What is the Southern California Renal Disease Council, Inc. (SCRDC), ESRD Network 18?

A: We are one of 18 Networks throughout the United States sponsored by the Centers for Medicare & Medicaid Services to provide service and support to ESRD providers, patients and their families by:

- Developing standards to improve patient care;
- Providing educational resources for patients, families and renal professionals;
- Promoting vocational rehabilitation to help patients remain working or return to the work force;
- Supporting facilities and staff in resolving patient care issues;
- Assisting in resolving patient complaints; and
- Collecting and reporting ESRD statistics.

Q: What services does the Network provide patients?

A: Our Patient Services Department can assist with the following:

- Provide treatment information to help patients make informed decisions about their dialysis care;
- Provide information on dialysis facilities and transplant centers;

- Provide current information on Medicare ESRD/transplant coverage;
- Provide educational materials and/or referral to renal-related organizations;
- Provide a list of community organizations which assist dialysis/transplant patients;
- Respond to concerns/complaints about patient care; and
- Assist patients/facilities experiencing difficulty.

Q: What can't the Network help patients with?

A: We **cannot** help with the following:

- Recommendations on specific doctors or clinics;
- Financial assistance;
- Transportation service;
- Licensing dialysis facilities or staff;
- Obtaining medical insurance;
- Tracing payments or status of applications;
- Assist with requesting a specific staff member to provide your care;
- Change or get involved in facility or personnel policies/procedures;
- Require an ESRD provider to accept a patient;
- Get a physician or staff member "fired" or transferred; and
- Provide legal advice or services.

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Mission Statement

To provide leadership and assistance to renal dialysis and transplant facilities in a manner that supports continuous improvement in patient care, outcomes, safety and satisfaction.

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Q: Do Patients have rights? What are they?

A: Yes, patients do have rights but they also have responsibilities. Their dialysis or transplant center has a written statement about their rights and responsibilities as a patient. This statement should be shown to them and explained soon after they become a patient at the facility. If they have not seen a statement of their rights and responsibilities, they may ask for a copy. The Network can also provide a sample/generic copy of patient's rights and responsibilities. Patients have a voice in the decisions that affect them.

According to federal regulations, **ALL DIALYSIS AND TRANSPLANT PATIENTS** should be:

- “Fully informed of their rights and of all rules and regulations governing patient conduct and responsibilities;”
- “Afforded the opportunity to participate in the planning of their medical treatment and to refuse to participate in experimental research;” and
- “Encouraged and assisted to understand and exercise their rights.”

Q: Can Patients call the Network if they have a concern or complaint about their care?

A: Yes, patients can call the Network if they have a concern about any aspect of their dialysis care. The Patient Services Department will be able to advise them in the proper steps to take to address the problem with their facility. Patients can also use the following steps to solve the concern on their own:



- Talk with their doctor, nurse or social worker to see if they can help them solve the problem. Their medical team is available to help with problems as they arise.
- If talking with their doctor, nurse or social worker does not solve the problem, file a grievance with the facility. If they don't know what the procedure is, they can ask to see it or ask who they can contact for information.

- If patients file a grievance at their facility and the problem is not resolved or they are dissatisfied with the outcome, they may file a grievance with the Network. Patients can ask their facility for a Network 18 Grievance Form or call the Network at (323) 962-2020 or toll free at (800) 637-4767.