



MEMORANDUM

To: Social Workers
Dialysis Facilities, PD Centers and Transplant Centers

From: Cecilia Torres, RN, BSN
Patient Services Coordinator-II

Subject: Patient Services Resource Materials

Date: May 27, 2010

Enclosed you will find valuable Patient Services resource materials for your facility.

ESRD Networks Brochure

This brochure describes the functions of the Network system.

Questions & Answers for Transplant Candidates...(UNOS) (orange brochure)

This brochure has questions and answers about multiple listing and transplant waiting time transfer.

Services for Patients Brochure: (Ivory)

Please carefully review the document and make it available to patients and their family.
(5 English and 5 Spanish copies)

Patient Grievance Guidelines Form and Representative Form: REVISED (Ivory)

Please **carefully review** this revised document on filing a grievance and make it available to patients and their family. Please discard older versions of this document.
(5 English and 5 Spanish copies)

A Guide for Patients and Families: Complaints and Grievances brochure: (Gold)

This brochure contains information on complaints and grievances.
(5 English and 5 Spanish copies)

Patient Support Group List and Form: UPDATED (Yellow)

Please advise the patients and family to call the contact person in advance to confirm location, time and day. Please use the Form to advise the Network of any changes to/new support groups.

List of Spanish Educational Materials: UPDATED (Grey)

This is a list of available Spanish materials from many other renal organizations to assist facilities in educating the Spanish-speaking patient.

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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Dialysis Facility Compare (DFC) Postcard:

Please educate your patients and staff on the availability of this website. The DFC website provides information and locations of Medicare certified dialysis facilities along with facility characteristics and quality measures.

Home Dialysis Central Postcard:

The non-profit Medical Education Institute (MEI) website aims to raise awareness and use of home hemodialysis and peritoneal dialysis (PD). The site features a database of home dialysis facilities, legislative action center, Medicare payment answers, and much more.

Renal Support Network HOPEline Postcard:

Inform your patients about this toll-free line for patients and family members can speak with someone who has lived successfully with kidney disease.

Please forward the information to your facility management/staff and share it with your patients. The documents will be available on the Network 18 website at www.esrdnetwork18.org in the near future.

We appreciate your continuing efforts to provide the highest quality of care and service to your patients. If you have any questions or comments, please feel free to contact the Network 18 office at (323) 962-2020.