

SUMMER 2020  
ESRD NETWORK 18

# Patient Newsletter

## Are you up to date on all your vaccines?

It is recommended that all dialysis patients stay current on several vaccines that will help to keep you healthy.

Talk to your care team to be sure you are up to date on your flu, hepatitis and pneumococcal vaccinations.



## Report Grievances

To file a grievance about your dialysis facility, contact Network 18 by calling:

1-800-637-4767

700 N. Brand Blvd., Suite 405  
Glendale, California 91203

[www.esrdnetwork18.org](http://www.esrdnetwork18.org)



## A new world for dialysis patients

During these uncertain times of COVID-19, we have seen many changes in our dialysis clinics. These changes may seem to happen overnight with new policies popping up every day. It can be frustrating and hard to keep up with. The Centers for Disease Control and Prevention (CDC) along with the Centers for Medicare & Medicaid Services (CMS) have been releasing new data and new protocols that your dialysis facility needs to follow to ensure your safety and the safety of anyone who enters a dialysis clinic. Here are some changes you may be experiencing in your dialysis clinic:

- Screening for COVID-19 symptoms before treatment- taking your temperature and asking questions about potential exposure or current illness
- Requirement to wear a mask
- No visitors allowed on the treatment floor
- No eating or drinking allowed during dialysis
- Increased hand washing

Dialysis staff are doing their best to ensure that the clinic complies with all new regulations. We understand this may have added burden to your already difficult dialysis schedule, and appreciate your understanding as your healthcare team navigates these new times. In addition, it is perfectly normal to feel stressed or anxious about the current state of the world amidst this pandemic.

We want you to know that you are not alone and want to provide you with some tips and resources to help you get through. To access those resources, please visit our website at:

<http://www.esrdnetwork18.org/covid-pt-resources/>

## Telehealth: How to connect virtually with your healthcare providers



To ensure that patients can see their healthcare providers safely, CMS is expanding the use of telehealth. What is telehealth? Telehealth is being able to connect with your healthcare providers from the comfort of your own home using a computer, a smart phone or a tablet. The goal is to get you “face to face” with your provider using a virtual platform so you can discuss your healthcare needs, get questions answered and receive medical guidance without having to leave your home. Since leaving our homes currently puts us at an increased risk for contracting COVID-19, using telehealth is a great way to help protect you and your family while still ensuring that your medical needs are met. Telehealth can be used for general health complaints and right now can also be used by home dialysis patients for monthly clinic appointments.

To download a copy of the Virtual Visit Checklist please visit our website: [https://pfccpartners.com/wp-content/uploads/2020/04/Virtual-Visit-Patient-Guide\\_FNL.pdf](https://pfccpartners.com/wp-content/uploads/2020/04/Virtual-Visit-Patient-Guide_FNL.pdf)

## Get Our Newsletter!

Do you want to receive the Network 18 Patient Newsletter by email?

Contact Eileen Rhodes at [ERhodes@comagine.org](mailto:ERhodes@comagine.org) to sign up today.

## Join Our Blog!

Go to <https://nwrnbulletins.wordpress.com/> and click Follow in the bottom right corner of the screen to receive Blog alerts.

## Get Involved!

Are you interested in helping the Network improve patient care? If so, we may have an exciting opportunity for you to get more involved.

Please call Eileen Rhodes at (800) 637-4767 for more information on opportunities that are currently available.