

ELITE DIALYSIS LLC

Patient Rights and Responsibilities Policy

ELITE DIALYSIS LLC will inform each patient or their representative of their rights and responsibilities in the facility, which must be enforced to ensure that each patient has the best treatment possible and to enhance the quality of patient care. Each patient or their representative will receive a copy of their rights and responsibilities when they begin dialyzing at the facility and a reference copy will be posted in the patients' waiting room. Each patient will also be given a copy of the Notice of Privacy Practices when they begin dialysis, and a copy will also be posted in the patients' waiting room.

These rights, responsibilities and rules need to be presented in a way that patients can understand. Consideration needs to be given to literacy levels, communication disorders, such as blindness, hearing loss and speech impairment, and whether a language other than English is their primary language. A patient's representative may be able to help in these circumstances. Documentation needs to appear in the patient's record on how forms requiring signature were explained to the patient or representative. Facilities may use web-based language translation services, such as **Babel fish** to translate words or phrases, or audio interpreter services such as **Language Line**, for more than a short line.

Within 3 treatments, after admission to the facility, the patients' rights, responsibilities, and rules will be reviewed with the patient and/or their representative. Depending on the patient's level of understanding, these rights, responsibilities, and rules may be reviewed again with the patient and/or representative within 90 days of beginning dialysis.

A reference copy of the patients' Rights and Responsibilities from the Network will also be posted in the patients' waiting room.

Physical or chemical restraints may be imposed only upon the written, specific order of a physician or licensed practitioner permitted by the State and facility to order restraints. It may be appropriate to use physical restraints to keep a patient from dislodging or pulling out needles or to prevent a patient from falling out of a dialysis chair. The need for restraints should be reassessed at each treatment. Staff must document what, when how and why restraints are needed. If restraints are needed routinely on a patient, this practice needs to be addressed in the patient's plan of care.

ELITE DIALYSIS LLC

Patient Rights

1. To be fully informed of your rights, responsibilities and all rules governing conduct related to patient care and services.
2. To be fully informed of the different modalities of treatment, including transplantation, and the right to change a modality of therapy or dialysis facility if the modality is not offered at this facility, including information about alternative scheduling options for working patients.
3. To be fully informed of all services available in the facility and patient care policies, including infectious diseases that require isolation.
4. To be fully informed of any charges for services not covered by Medicare. (upon request)
5. To be fully informed of your medical condition by your physician or physician extender.
6. To be treated with dignity, respect and consideration of personal needs, sensitivity to psychological needs and ability to cope with ESRD, including the need for reasonable privacy.
7. To be given the opportunity to participate in planning your medical treatment and the right to refuse treatment, discontinue treatment and to refuse to participate in research projects.
8. To be informed of your right to execute advance directives, and the facility's policy.
9. To be fully informed of reasons for discharge or transfer from the facility and to be given 30 days' advance notice unless the reason involves immediate safety to patients and/or staff.
10. The availability of a translator if a significant number of patients exhibit language barriers and to receive information in a way that is understood.
11. That your medical records and the information contained within will be kept confidential according to the Health Insurance Portability and Accountability Act (HIPAA), as outlined in the Notice of Information (privacy) Practices.
12. The right to file a complaint if privacy rights have been violated, without fear of discrimination or reprisal, as outlined in the Notice of Information Practices.
13. To freely express grievances, internally or externally, using the facility's Grievance Policy and Procedure without fear of discrimination or reprisal. May be done personally, anonymously or through a representative of choice.
14. To be fully informed of the reuse procedure practiced at the facility.
15. To be provided with protection from abuse, neglect and exploitation.

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Facility Rules

1. No smoking is allowed in the facility.
2. No alcoholic beverages or illegal drugs are allowed in the facility.
3. Acting out will not be tolerated.
4. Showing up late will subtract time from your scheduled treatment and could result in unhealthy consequences. Habitual tardiness will result in moving you to another shift or treatment schedule. If you are going to be late for your treatment or cannot come for your treatment, the facility should be informed as soon as possible.
5. If you have problems with your treatment schedule, the Nurse Manager will make every effort to accommodate your requested time, depending on the time slots available and patient's needs.
6. Foul language, fighting, sexual harassment, verbal and/or physical threats toward any patient, staff member, or visitor will not be tolerated and could result in dismissal from the facility.
7. No weapons or firearms will be allowed in the facility. Weapons consist of guns, knives, clubs, chemicals, and explosive devices. The only exception to this rule is a law enforcement officer who is always required by law to carry a weapon or an armed security officer who is employed or acting on behalf of the facility.
8. Solicitation in the clinic is prohibited.
9. Children may not be left unattended in the waiting room.
10. Visitors are not allowed in the treatment area at the time of initiation and discontinuation of dialysis. Exceptions to this rule are to be made in conjunction with the medical director. If a visitor is allowed in the treatment area to hold sites, etc., s/he will be given an infection control in service and will be required to wear PPE. Documentation to this effect will appear in the patient's medical record.
11. Patients will be responsible for laundering their own blankets. Patients will be provided with
12. Instructions for laundering their soiled linen which include laundering the soiled linen separately from other household laundry, washing in cold water and adding bleach to the wash in addition to regular detergent.
13. Eating and drinking in the dialysis treatment area is discouraged. Sharing of food is prohibited.
14. The facility is not responsible for lost or stolen items. Please do not bring valuables or large amounts of money to the dialysis unit.
15. The business office must be informed of any change of address, phone number, employer, or insurance. Please bring all Medicare, Medicaid and/or insurance letters to the social worker if you do not understand them.
16. Please remember that our intent is to provide safe, effective, quality dialysis treatments for all patients. We reserve the right to change or alter our rules and policies at any time. Written notification regarding changes in policies will be posted on the patients' bulletin board.
17. The dialysis facility reserves the right, for patients who refuse to follow policies, that the center's responsibility of care for that patient will be terminated. This will only be done after the multidisciplinary team has spoken with the patient to no avail and there is sufficient documentation to support this decision. Patient will be given 30 days' notice and attempts to place the patient in other facilities will be made and documentation to this effect will be noted in patient's chart. A list of dialysis units will be provided to the patient. This time frame will be shortened if the patient poses an immediate threat to the health and safety of the patients and staff.

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Patient Responsibilities

Patients are given many rights at the facility but in return they have certain responsibilities that they must adhere to for the staff to deliver a high standard of quality care at the facility. The consequences of not adhering to these responsibilities could lead to physical side effects, loss of privileges and temporary or permanent dismissal from the facility. In addition, the rules of the facility, as stated above, must be adhered to and failure to do so could result in the consequences listed above.

Responsibilities

- It is the responsibility of the patient to arrive on time for a scheduled treatment and if the patient is going to be late the facility must be given as much advance notice as possible.
- It is the responsibility of the patient to adhere to all aspects of their dialysis prescription that includes diet, medications, and the dialysis procedures for care between treatments.
- The patient is responsible for keeping the social worker updated with changes in insurance or financial status, advanced medical directives, and any other changes in family/support systems that may affect your healthcare.
- The patient is responsible for providing transportation to and from the dialysis facility with the assistance of the social worker.
- It is the responsibility of the patient to inform the charge nurse of any new medications that have been prescribed by another physician, other than the patient's nephrologist. The patient is to participate in a home medication review monthly, conducted by the dialysis staff.
- It is the responsibility of the patient to participate in his or her plan of care.
- The patient is responsible for treating other patients, visitors and staff with consideration and respect. If a patient overhears a discussion of another patient's treatment or protected health information, the patient shall keep this information confidential and not discuss it inside or outside the facility.
- It is the responsibility of the patient to inform the staff of any changes in healthcare status or problems that have occurred since the last treatment.
- The patient is responsible for the consequences of missing treatments or signing off early. The latter requires an "Against Medical Advice" form to be completed.
- The patient is responsible for becoming informed about kidney disease and to inquire about any part of the treatment that s/he does not understand.
- It is the responsibility of the patient to comply with the facility's financial policies and the patient is required to sign the Assignment of Benefits form and a Social Security Administration Consent for Release of Medical Information for insurers.
- It is the responsibility of the patient to comply with all the rules and regulations of the facility and to question any of these that are not understood.

ELITE DIALYSIS LLC

Grievance Policy

ELITE DIALYSIS LLC has a Grievance Policy and Procedure to handle patients' concerns and complaints. This procedure follows the chain of command in the facility and includes the Network and outside regulatory agencies to be involved if the concerns cannot be handled internally. Grievances may also be filed by a legal agency or a family member, either orally or in writing. The patient's grievance can be handled by any of the above without restraint or interference, and without fear of discrimination or reprisal.

This procedure is to be reviewed with the patient on a yearly basis to ensure that complaints and concerns are handled to the best of the ability of the facility staff. The Grievance Procedure will also be posted in the patients' waiting room for review, along with the Grievance Procedure from the Network.

The facility staff is responsible for informing the patient about the grievance policy and procedure to be initiated by the patient if they want to file a complaint. This procedure will be reviewed with the patient upon admission to the facility, at which time s/he will be given a copy of the procedure.

After the patient has been given a copy of their Rights and Responsibilities and Grievance Procedure, the patient will be requested to sign an Acknowledgment of Receipt, which indicates that the patient has received and understands the information. This acknowledgement will be placed in the patient's medical record where it will remain for as long as the patient is dialyzing in the facility.

Patients using this Grievance procedure will in no way be penalized for its use. Patients should be encouraged to discuss their problems and concerns with the staff. If they cannot be handled at a facility level, the patients have the right to seek help outside the facility through the Network, the Department of Health Services, and the Civil Rights Office.

All grievances will be tracked by the Clinical Manager or Administrator.

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Elite Dialysis LLC Grievance Procedure

Patients should feel free to discuss their concerns and problems with the Charge Nurse in a place that provides privacy and is a comfortable area for them to talk. If the patient does not feel that his concerns are being taken care of at this level, s/he, or a representative of the patient, may then file a grievance, either verbally or in writing, following the steps listed below.

Phase 1

The patient must file a complaint, either verbally or in writing, within 30 days of the event, and must submit this complaint to the Administrator of the facility. The Administrator will meet with the patient, investigate the complaint and attempt to resolve it. A resolution will be put in writing by the Administrator and will be returned to the patient within 10 working days. The Administrator should keep records of this incident and documented response.

Phase 2

If the patient is not satisfied with the resolution from the Administrator, the patient addresses the governing body of the facility in writing, including the initial complaint and the suggested resolution by the Administrator and the reason why the resolution was unacceptable. The Administrator must call a governing body meeting. The governing body must meet and discuss the complaint and suggested resolution by the Administrator. The group will then review the second complaint and provide a written response to the patient within 10 working days.

Phase 3

If the patient is not satisfied with the two previous suggested resolutions, s/he has the opportunity to file a written grievance with the Network. The phases and suggested resolutions should be included. The Network will investigate the complaint and facility resolutions and follow through with the patient.

ESRD Network # 7
3000 Bayport Drive, Suite 300
Tampa, FL 33607
(800) 826-3773

Phase 4

If the patient is not satisfied with the response, depending on the nature of the complaint, they are encouraged to call or write to the Office of Civil Rights or the Department of Health Services.

Florida Agency for Health Care Administration
Laboratory Licensure Unit
2727 Mahan Drive, Mail Stop 32
Tallahassee, FL 32308
(850) 488-5514

Office of Civil Rights
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019

ELITE DIALYSIS LLC

Acknowledgment of Patient's Rights and Responsibilities, and Grievance Procedure

This is to certify that I, _____ a patient currently receiving dialysis treatment at Elite Dialysis, have been fully informed of my rights and responsibilities at the facility. I have also received a copy of the grievance reporting process. I have been made aware that if I have any questions regarding any of the above policies, I can contact the facility Administrator.

Patient: X _____

Date: _____

Witness: _____

Date: _____

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