



Dialysis Center Checklist



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 Know before you go. The Facts of Georgia's Health Care.

Name of Center: _____

Before you decide where to go for dialysis, visit the centers you are interested in. Talk with your doctor, the staff at the dialysis center, and your family about your treatment options. Ask lots of questions. Use the Notes Section below to write down what you learn.

As a person with kidney disease, you have the right:

- To understand your treatment options
- To choose the treatment that works best for you
- To ask questions

	Yes	No	Comments
What to expect at a dialysis center.			
Is the dialysis center clean? <i>Cleanliness helps prevent infections.</i>			
Are there patient education materials in the dialysis center's waiting room? <i>Knowing more about kidney disease and its treatment can help you take better care of yourself and live longer.</i>			
Does the dialysis center's staff seem friendly, caring and respectful of patients? <i>Every staff member should help patients feel welcome and well-treated.</i>			
Is the center handicap accessible? <i>People who use wheelchairs or walkers should be able to get into and around the center easily. Hallways and treatment areas should be kept clear.</i>			
How easy is parking at the dialysis center? How much does parking cost? <i>Some dialysis centers have free parking nearby, some do not.</i>			
How comfortable is the temperature in the dialysis treatment room? Is it warm or cold? <i>Ask the staff what they do to keep patients comfortable.</i>			

	Yes	No	Comments
What to expect at a dialysis center.			
<p>What hours is the center open? Does that change during the holidays? <i>Knowing when the dialysis center is open can help you plan ahead.</i></p>			
<p>How does the center help me get involved in my care? How will my family be involved? <i>Patients and families who are active partners with staff in their care usually do better.</i></p>			
<p>Who audits or reviews this dialysis center? <i>All dialysis centers should be reviewed by a surveyor from your state to help protect patient safety and quality of care.</i></p>			
<p>What happens if a patient has a medical emergency? <i>It's important to know that you will get care quickly in an emergency.</i></p>			
<p>What kind of security is at this center? <i>You should feel safe at the dialysis center.</i></p>			
<p>Can the center assist if I have transportation problems? <i>The staff should be able to help you with your transportation issues.</i></p>			
What to ask about patient support.			
<p>How will the center help me adjust to dialysis when I'm first getting started? <i>Staff should help you adjust to dialysis.</i></p>			
<p>What is the center's visitors' policy? <i>Some centers allow visitors in the treatment rooms and some don't.</i></p>			
<p>Can I talk to a patient who gets treated at this dialysis center? <i>Talking to another patient can help you learn about the center.</i></p>			
<p>Do you do patient satisfaction surveys? If so, can I see the results? <i>Patient satisfaction surveys can tell you how other patients feel about the dialysis center.</i></p>			
<p>What type of education do you have for new dialysis patients? For long-term dialysis patients? <i>Knowing more about kidney disease and its treatment can help you take better care of yourself and live longer.</i></p>			

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What to ask about Hemodialysis(HD).			
<p>What is hemodialysis (HD)? How does it work? <i>Understanding HD will help you be a more active participant in your care.</i></p>			
<p>What types of activities can I do during HD? <i>You may be at the dialysis center for three to four hours, three times a week, so find out what you can do to pass the time.</i></p>			
<p>Can I use a laptop computer or cell phone during HD treatment at this center? <i>Some centers allow patients to use electronic devices during HD and some don't.</i></p>			
<p>Does the center provide blankets and pillows for use during HD treatment? <i>It's important to feel comfortable during your treatment.</i></p>			
<p>What should I bring with me to my HD treatments? <i>Many patients like to bring things from home so that they are more comfortable.</i></p>			
<p>What clothes should I wear during HD? <i>You should dress to feel comfortable.</i></p>			
<p>How many HD patients are treated at this center? <i>Some patients prefer smaller dialysis centers; others like larger ones.</i></p>			
<p>What is the policy on eating or drinking during HD treatments? <i>Some centers allow eating and drinking during HD and some don't.</i></p>			
<p>Will I have my own TV to watch if I choose HD at this center? Does the center have headphones? <i>Patients like having their own TV. Headphones make the center quieter.</i></p>			
<p>Does the center offer patients a numbing cream or gel to reduce pain when the HD needles are inserted? <i>Numbing medication can make the needle placement comfortable.</i></p>			

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What to ask about Peritoneal dialysis (PD).			
What is peritoneal dialysis (PD)? How does it work? <i>Understanding PD will help you be a more active participant in your care.</i>			
Does the center offer PD? If not, do you know of any centers that do? <i>If you choose PD, you will need to know if the dialysis center will support you.</i>			
When are PD nurses at the dialysis center? If I need help after hours, who do I call? <i>Knowing the PD appointment schedule can help you feel more confident. It's also important to know who to call after hours.</i>			
How many patients are on PD here? <i>Some patients prefer larger PD programs; others like smaller ones.</i>			
How often do patients here get peritonitis? <i>Peritonitis is a serious infection that can occur with PD. Clinics with lower rates of peritonitis may do a better job of training patients in how to do PD.</i>			
What happens if I try PD and it doesn't work? <i>Dialysis center staff and your doctor should offer assurance that there are other options (like going on HD).</i>			

Notes:

You can use the "Search For Care" application on the georgiahealthinfo.gov Web site to find a dialysis center in your area.

Source: Centers for Medicare and Medicaid (CMS) Services.