

# Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

2017 ISSUE 2

HELPFUL TIPS  
TO EMPOWER  
ESRD PATIENTS  
AS CONSUMERS



Better healthcare,  
realized.

## Medicare Open Enrollment October 15–December 7

**If** you have Medicare, it is important for you to review your plan with your social worker to make sure that your coverage meets your needs for dialysis, all of your doctors and hospitals, and your medications.

### What is open enrollment?

It is the time of year when you can change your Medicare coverage. October 15 to December 7 is when all people with Medicare can change their Medicare health plans and prescription drug coverage for the following year to better fit their needs. Medicare health and drug plans can change from year to year. Some things that could change include cost, coverage, and the doctors, hospitals, or pharmacies in plan networks.



### How will you know if you need to change plans?

Anyone with a Medicare health or prescription drug plan should review the materials sent by their plans, for example, the "Evidence of Coverage" (EOC) and "Annual Notice of Change" (ANOC). If the plan has made changes, you should confirm that the plan still meets your needs for the following year. If you are satisfied with the changes, you do not need to do anything.

Where can people find Medicare plan information or compare plans?

**1-800-MEDICARE** or **<http://Medicare.gov>**.

### How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

**In an emergency,  
if you can't reach  
your facility,  
contact us.**

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## What would you do in an emergency? Are you prepared?

### HOW TO PREPARE

If you have ESRD, you should

- Make an emergency supply kit (for you, your family members, and your pets).
- Keep an updated medicine/allergies list and a copy of your dialysis prescription. (If you have to go to the hospital emergency department for any reason, you and or your family can share this information to help the emergency department staff care for you.)
- Create a personal evacuation plan - plan to evacuate early when needed. (This includes evaluation from home and/or the dialysis clinic – do you know how to clamp and run? If the answer is “no,” ask your dialysis center staff!)
- Talk to your healthcare team about your dialysis facility’s emergency care plan. This includes how to contact facility staff during an emergency or disaster, and where you can receive back-up dialysis. Many facilities have toll-free numbers to call for help.

- Keep a record of your facility name, address and phone number, your doctor’s name, and your emergency contact information; and keep this information with you. It’s important that you keep a copy of this information someplace where you and your family/care partners can easily find it.
- Keep all important personal information in a waterproof container or bag.
- Give your kidney care team all of your backup and out-of-state contact numbers (if available).
- Get a copy of the emergency diet and keep emergency supplies on hand.
- Plan for back-up transportation to dialysis.

### IN AN EMERGENCY

Follow your healthcare team’s advice about diet and fluid intake during a disaster. Try to keep to your usual dialysis schedule; remember, an emergency can make it harder for you to get to your dialysis facility, or your regular facility may be closed. Don’t wait too long to start looking for treatments. Start the emergency diet as soon as you think that you may have a problem getting to dialysis treatments.

To file a grievance, please contact your local ESRD Network:

#### **IPRO End-Stage Renal Disease Network of New England**

1952 Whitney Avenue  
2nd Floor  
Hamden, CT 06517  
Patient Toll-Free: (866) 286-3773  
Main: (203) 387-9332  
Fax: (203) 389-9902  
E-mail: [info@nw1.esrd.net](mailto:info@nw1.esrd.net)  
Web: [network1.esrd.ipro.org](http://network1.esrd.ipro.org)

#### **IPRO End-Stage Renal Disease Network of New York**

1799 Marcus Avenue  
Lake Success, NY 11042-1072  
Patient Toll-Free: (800) 238-3773  
Main: (516) 209-5578  
Fax: (516) 326-8929  
E-mail: [info@nw2.esrd.net](mailto:info@nw2.esrd.net)  
Web: [network2.esrd.ipro.org](http://network2.esrd.ipro.org)

#### **IPRO End-Stage Renal Disease Network of the South Atlantic**

909 Aviation Parkway  
Suite 300  
Morrisville, NC 27560  
Patient Toll-Free: (800) 524-7139  
Main: (919) 463-4500  
Fax: (919) 388-9637  
E-mail: [info@nw6.esrd.net](mailto:info@nw6.esrd.net)  
Web: [network6.esrd.ipro.org](http://network6.esrd.ipro.org)

#### **IPRO End-Stage Renal Disease Network of the Ohio River Valley**

3201 Enterprise Parkway  
Suite 210  
Beachwood, OH 44122  
Patient Toll-free: (844) 819-3010  
Main: (216) 593-0001  
Fax: (216) 593-0101  
E-mail: [info@nw9.esrd.net](mailto:info@nw9.esrd.net)  
Web: [network9.esrd.ipro.org](http://network9.esrd.ipro.org)



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