

Patient Representative – Job Description

Network 4 Patient Representatives help build a positive experience for other patients. Patient Representatives help fellow patients understand that dialysis is a life saving measure. They also help patients understand that being engaged in their care and coming to dialysis leads to surviving and thriving. Network 4 Patient Representatives believe “Dialysis Means Life” (DML).

Support:

All Patient Representatives are invited to attend monthly calls. The calls provide information about ongoing activities at Network 4. They also provide education and support. During these calls, everyone is encouraged to ask questions and talk about their experiences.

Specific Tasks:

- ☞ Inform other patients about the role of Network 4
- ☞ Welcome and provide support to fellow patients
- ☞ Encourage patients to be engaged in their care and partner with their care teams
- ☞ Work with staff to create flyers, newsletters or other information pieces
- ☞ Provide a patient voice and viewpoint to facility administration and Network 4 staff
- ☞ Be involved in Network 4 Quality Improvement Activities
- ☞ Participate in quality meetings or other meetings as requested by the facility staff

Expectations:

- ☞ Be a positive role model by being engaged and following your own treatment plan
- ☞ Be available to listen, support and guide fellow patients
- ☞ Communicate with a positive voice and intent and Accept others’ viewpoints
- ☞ Suggest that patients talk to the right person when they have a problem or a concern
- ☞ Always tell patients to speak with a doctor or nurse for medical question or concerns
- ☞ Never give medical advice
- ☞ Be familiar with the Facility Grievance Procedure and assist as requested

Requirements of a Patient Representative:

- ☞ Desire to have a positive impact on the care patients receive at the dialysis facility
- ☞ Desire to be part of a larger group (Network 4 Patient Representative program)
- ☞ Be a hemo or peritoneal dialysis patient , transplant patient, family member or caregiver
- ☞ Be available to join Network 4 Patient Representatives to gain information and share experiences
- ☞ Be willing to provide Network 4 with information about clinic events and other patient feedback