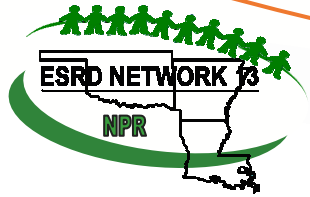


MISSION STATEMENT

To assess and improve the quality of care provided to individuals with End Stage Renal Disease (ESRD).

VISION/ GOAL

“To facilitate effective, efficient quality patient care that results in better outcomes, safety and satisfaction through patient advocacy, collaboration, education, monitoring and mentoring with professionals and patients in the renal community.”



Dy•nam•ic: Marked by usually continuous and productive activity or change; energetic

NETWORK PATIENT REPRESENTATIVE

Dynamic patients (NPRs) make up the NPR program, and they volunteer in their facilities to work with staff toward fostering a positive and nurturing treatment facility environment.

An NPR is a patient in the facility who actively promotes patient education and well-being by maintaining a patient bulletin board that promotes patient and staff educational materials and activities.

The NPR may also coordinate other patient and staff activities in the facility. Look for the NPR bulletin board in your facility.

WHAT WE DO:

Beginning dialysis or waiting for a kidney transplant certainly means changes to your life. ESRD Network 13 staff members are here to assist patients and family members in understanding treatment options and learning about their care, and to provide information on location of and quality outcomes for providers of dialysis and transplant care.

We maintain a nationwide toll free number for patients and their families. It is 1-800-472-8664. We provide assistance with education, resources, conflict resolution and advocacy.



COMPARE DIALYSIS FACILITIES

There is a resource called the Dialysis Facility Compare Web site that allows a patient to compare dialysis facilities in his or her area. The Web site has information about dialysis facility services, quality measures and resources. Under the dialysis facility services option, patients can find address and phone numbers of a facility, shifts starting at 5 p.m. or later, the types of dialysis offered, whether the facility is for profit or non-profit, and the number of treatment stations in the facility.

Visit www.medicare.gov/dialysis to use this valuable tool provided by the Centers for Medicare & Medicaid Services.

4200 Perimeter Center Dr., Ste. 102
Oklahoma City, OK 73112
Patient Number: 1-800-472-8664
Main Number: (405) 942-6000
Fax: (405) 942-6884

www.network13.org

NETWORK 13 SERVICES

CLEARINGHOUSE LIBRARY • NETWORK PATIENT REPRESENTATIVE • PATIENT SERVICES • NEWSLETTER • WEB SITE • TOLL FREE PATIENT NUMBER

WHO WE ARE

ESRD Network 13 is a nonprofit organization dedicated to assisting dialysis facilities and kidney transplant centers in their efforts to provide quality care for their patients with End Stage Renal Disease (ESRD). It is part of a nationwide system of 18 Networks contracted by the Centers for Medicare & Medicaid Services under the ESRD Program established as part of the Social Security Administration in 1972, to help assure that people receiving dialysis services or kidney transplants receive proper care.

ESRD Network 13 works with dialysis and kidney transplant centers and their patients in the states of Arkansas, Louisiana and Oklahoma. It is governed by a Board of Directors that is made up of renal patients and dialysis and transplant professionals including nephrologists, nurses, social workers and dietitians.

CLEARINGHOUSE LIBRARY

Network 13 has a Clearinghouse Library with kidney disease related materials for patients and professionals. The Library includes a lending resource center for training videos and other staff-related educational materials. The patient resources include: kidney disease education, treatment options, vascular access, self-care, emotions/coping, quality of life, renal nutrition, rehabilitation and financial information.

PATIENT SERVICES

Network Patient Services staff is available to patients for education, assistance with resources, referrals, complaints and grievances. If we do not have the information you are looking for, we can direct you to organizations or sources that do.

The Network Patient Services staff also assists patients and facilities with mediation, crisis management, prevention of involuntary discharge and other resources.



NEWSLETTER

Each quarter, Network 13 sends out its patient newsletter, *Kidney Concerns*. This newsletter contains patient stories, renal-friendly recipes and other information on subjects such as disaster preparedness and treatment options. Look for copies at your treatment facility.



WEB SITE

Online you can find educational information, patient and professional newsletters, FDA Medwatch alerts, links to renal-related education Web sites, educational events and conferences for patients, emergency preparedness and much more information on how to contact the Network. Check it out!

www.network13.org

NETWORK 13 IS HERE TO HELP

This material was prepared by Network 13 under contract #HHSM-500-2006-NW013C with Centers for Medicare & Medicaid Services (CMS). The contents presented do not necessarily reflect CMS policy.