



Partnering Along the Road to Transplant

Five Key Steps to Improve Communication Between Patients and Healthcare Providers



Get to know me

Let me know what's important to you



Ask me questions if you don't understand

Make sure I understand — Use the teach-back method



Include my family and/or caregiver

Bring someone with you



Connect me to others

Ask me about support groups or local support services



Guide me and allow me to be a part of the healthcare team

Take an active role in your care



See other side for additional information.

What People with Kidney Disease Need:

Get to know me

Ask me about my interests, hobbies, and lifestyle. Talk to me about a plan of care that addresses what's important to me. Understanding who I am will help you support all my healthcare needs.

Make sure I understand — Use the teach-back method

Provide me information in plain language. Avoid medical terminology and acronyms if possible. After you provide me information ask me to repeat back to you what I have heard.

Include my family and/or caregiver

Encourage me to bring a family member or friend to my appointments. If a loved one is with me at an appointment, ask him/her if they have any questions or concerns and make sure they also understand what you are saying.

Connect me to others

Connect me to other patients who have been through the transplant process. Encourage me to reach out to others via local support groups.

Guide me and allow me to be a part of the healthcare team

Invite me to my Plan of Care meeting. Explain at every stage what you are about to do, what will happen next and why. Give me enough time to understand the information you are sharing and wait a few seconds for a response if it is not immediately given.

What Your Healthcare Team Wants:

Let me know what's important to you

Help me get to know you by sharing what your health priorities are. Tell me about your lifestyle outside of dialysis such as hobbies, favorite activities, and major achievements. This helps me create a care plan that addresses what's important to you.

Ask me questions if you don't understand

Be honest and upfront with me about your symptoms even if you feel embarrassed or shy. It's okay ask me questions. It's important to me that you understand.

Bring someone with you

Bring a family member or caregiver to your appointment. Your caregiver can act as a second set of eyes and ears for you and me. If a family member can't make it to the appointment, ask me if we can connect them by phone.

Ask me about support groups or local support services

Many people find peer support helpful and value connecting with others as they venture through their kidney disease journey. And if you are dealing with depression or anxiety, tell me. I will be able to connect you to mental health services.

Take an active role in your care

Learn as much as you can about your condition. Attend Plan of Care meetings to discuss modality options, diet and medication adherence, and next steps. Write down your questions ahead of time so we can maximize our time together.

For more kidney transplant information, visit www.esrdncc.org.