Contact the charge nurse with questions and concerns.

Peer Up! Mentors

- Meet with mentees twice a month, or as often as asked by facility staff
- Listen and show support
- Share tips and experience
Greetings and welcome

Thank the mentee for making time to join you and caring about his or her health.

Ask about self-care in past week

- Fluids
- Diet
- Medications
- Attending all dialysis treatments
Staying for the full treatment time

- Point out and congratulate good self-care
  
  ASK: “What has gone well since we talked?”

- Check in about expectations
  
  ASK: “How can I help you?”
Talk about one concern or challenge and how to address it

ASK: “What makes it hard for you to do that?”

Share tips from your experience

BE A GOOD LISTENER

Remember your body language

- Look at your mentee’s face

- Talks or acts in ways that make you feel unsafe (angry? threatening?)
- Does not make sense or speaks in a way that you cannot understand
GET HELP

Go to the charge nurse right away if your mentee:

- Has questions about lab tests, medications, or other medical issues
- Seems unwell, sick, or unkempt
- Has problems with his or her vascular access

- Make eye contact
- Nod your head when you can relate or feel you understand what they are saying

Ask open-ended questions

Show you are listening

- Repeat
- Rephrase in your own words
- Ask for more details
If the conversation becomes difficult
- Point out feelings
- Find the positive
- Change the topic
- Take a break and find another time to talk

DON’T give medical advice or wrong information
If you are unsure ask a charge nurse.

Keep discussions private
- Explain confidentiality to your mentee
- DON’T talk about your mentee with other patients, friends, or relatives

Schedule a follow-up time to talk by phone or in person.
- Talk about how you stay confident and motivated to take care of yourself
- Offer support and encourage the mentee to check in with his or her health care team with questions

**DON’T share or ask about**
- Family or personal matters
- Finances or employment

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**MOTIVATE AND BUILD CONFIDENCE**

- Discuss reasons for good self-care
  - To feel better
  - For spouse or family
  - To enjoy hobbies or interests
  - For other things he or she cares about

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**DON’T share or ask about**
- Family or personal matters
- Finances or employment
Help the mentee pick something to work on

- Plan ahead for one change
- Try one small step from diet or fluid plan
- Repeat a past success
- Talk with a supportive friend or relative
- Review information on a topic of interest (offer your mentee material available at the facility)

Remind the mentee that small steps can make a big difference! Think of some together.

STAY PROFESSIONAL

DO

- Share your experiences with staying in treatment, managing fluids, eating certain foods, taking your medications, and asking for help