

Be a P.E.E.R.!



Why not use your dialysis experience to help others?

What Do P.E.E.R.s Do?

P.E.E.R. stands for Patient Education & Engagement Representative. P.E.E.R.s are patients who have a caring attitude. They want to help others feel comfortable and get the right answers to their questions.

P.E.E.R.s may:

- ◆ Be welcoming to new patients
- ◆ Act as role models to other patients by learning about treatments for kidney disease, participating in care plan meetings, and asking for help when needed
- ◆ Act as role models by maintaining a positive outlook and using good listening skills with other patients and staff
- ◆ Share information and resources
- ◆ Participate in facility activities such as education meetings and social events
- ◆ Contribute to a facility newsletter or bulletin board
- ◆ Direct patient concerns to the facility administration
- ◆ Refer patients to their doctor or clinic staff regarding medical concerns

Speak with your social worker or clinic manager if you'd like to be a P.E.E.R. at your dialysis center.

For more information or to file a grievance, please contact Mid-Atlantic Renal Coalition at 1-866-651-6272, MARC@nw5.esrd.net, 300 Arboretum Place, Suite 310, Richmond, Virginia 23236, or www.esrdnet5.org.

● ● ●
Mid-Atlantic Renal Coalition is a non-profit quality improvement organization that oversees dialysis facilities in Maryland, Virginia, West Virginia, and the District of Columbia



Patient Hotline
866.651.6272