

Q: What resources are available to me as a Peer Mentor?

A: Your ESRD Network and the ESRD National Coordinating Center (NCC) have several resources available to support you in your role as a peer mentor.

Visit www.esrdncc.org or call (516) 209-5253 to connect with your local Network for more information.



**End Stage Renal Disease
National Coordinating Center**

website: www.esrdncc.org

e-mail: ncc@ncc.esrd.net

(516) 209-5253

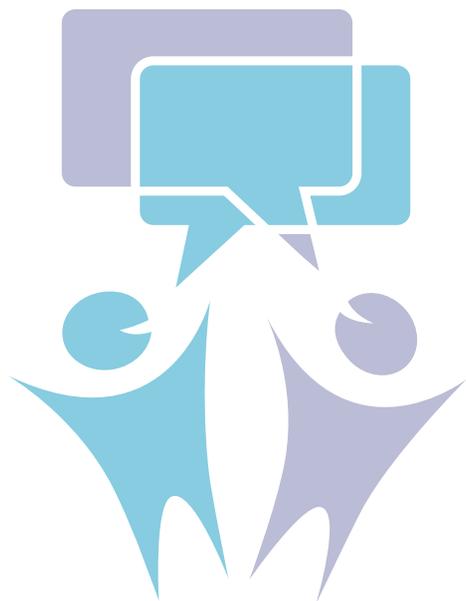


www.facebook.com/esrd.ncc



[@ESRDNCC](https://twitter.com/ESRDNCC)

**Kidney Community
Emergency Response:
www.kcercoalition.com**



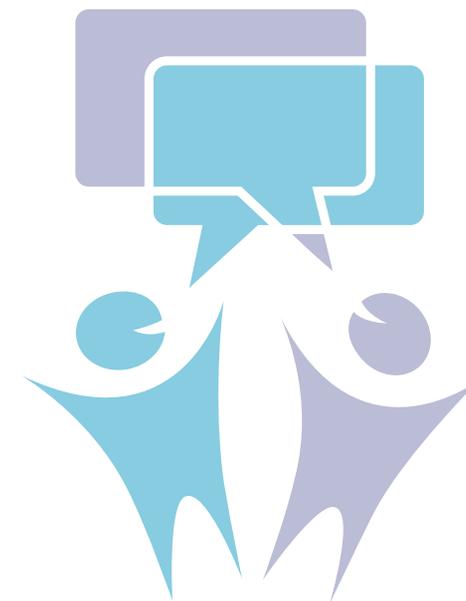
**Volunteer
to help your peers.**

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**Peer
Mentoring
Frequently Asked
Questions**



**Volunteer
to help your peers.**

Q: What is a Peer Mentor?

A: A peer mentor is a patient who agrees to help empower other patients to make informed decisions and cope with their lives after being diagnosed with ESRD.

Peer mentors:

- Help ensure that dialysis facility staff members understand the concerns, issues and priorities of patients.
- Offer patients access to someone who has been through the same experiences and can fully understand their concerns

Q: What should I do if a fellow patient asks me for medical advice?

A: Share your personal experiences, but **NEVER provide technical medical information.**

It's important to remember that a medical treatment or a diet that works for you may be dangerous to another patient with a different combination of medical conditions.

- For medical questions, refer the patient to a doctor.
- For questions about diet, refer the patient to a dietitian.
- For questions about dealing with the issues of dialysis, refer him or her to a social worker.

Q: What do I do if a fellow patient comes to me with a complaint about a staff member or another patient?

A: Patients, especially new patients, can benefit from knowing that there is someone who understands what it means to be on dialysis. They might approach you with their questions or concerns.

- If patients come to you with complaints, you should encourage them to follow the facility's grievance procedure if the problem cannot be resolved in an informal way.
- Suggest to the patient that he or she bring the issue to the social worker's attention. This is usually the first step in the process.

If a patient feels uncomfortable with this suggestion, he or she may ask for your help in taking this first step.

Q: Who can I tell if a patient comes to me with a complaint?

A: Remember that all healthcare personnel are required to observe confidentiality of patient information. As a patient representative, you are expected to follow the same standards of confidentiality.

- **ALWAYS** get the patient's permission before approaching a staff member with a patient concern.
- **NEVER** repeat personal information that you may learn in your role as a Peer Mentor.

