



Privacy – A right to privacy and confidentiality

You should:

Be able to control the information that is shared with your home dialysis carer

Have your medical information kept confidential by all health care professionals, who participate in your care

Comment – A right to comment on care

You should:

Be offered a way to provide feedback for both positive comments and criticisms about your health care, and expect that you will receive feedback about how any problems have been resolved with an apology if you were wronged

It is your responsibility to provide comments in a constructive manner



Produced By The

Home Dialysis Advisory Committee A subcommittee of

Dialysis Nephrology and Transplant
(Joint Committee of the Australian and New Zealand Society of Nephrology and Kidney Health Australia)



Special Acknowledgements to
Sandra Bell, (consumer representative of HDAC)
for her personal insight and passion that led the development of this charter

Endorsed by the
National Consumer Committee, KHA
Dialysis, Nephrology and Transplant Committee



1800 454 363

www.homedialysis.org.au

Reference:

The Australian Charter of Healthcare Rights. Commission on safety and quality in Healthcare. Accessed June 2012 at www.safetyandquality.gov.au

The Australian Charter of Home Dialysis Rights and Responsibilities

**A guide for:
Those who choose Home Dialysis,
their Carers
and the Health Professionals
who provide their care**



Access - A right to health care

You should:

Be offered all suitable types of peritoneal dialysis or haemodialysis at home

Have technical, allied health and healthcare support available to achieve the best health outcomes at all times

Have options available for, and information provided about, how to access short term centre-based dialysis for respite and holiday

Receive counselling for yourself and your carer

Have no additional costs, associated with home dialysis, compared to those attending centre-based dialysis

Have access to advanced care planning or a similar program, and at the end of life, and be medically and psychologically supported to die pain-free and with dignity

It is your responsibility to follow the advice of your healthcare providers and to access the support and services being offered

Safety - A right to safe and high quality care

You should receive:

Culturally appropriate and high quality care regardless of your financial position

Home dialysis training and support that will ensure your safety and best health outcomes

It is your responsibility to manage your care as advised when you are at home



Respect - A right to be shown respect, dignity and consideration

You should have all your feelings, whether positive or negative, recognised and acknowledged by healthcare workers whether these are feelings of: anger, despair or isolation; being overwhelmed or anxious; or just realising “this is how it is” as you accept changes that may occur in your future hopes, dreams and lifestyle

You, your family, and your health care team are all responsible for treating each other with mutual respect and dignity

Participation – A right to be included in decisions and choices

You should:

Be an active participant in all decisions about your home dialysis choices and routines

Be asked to give your consent before receiving any training or treatment

Be encouraged to invite a partner of your choice to participate during education and ongoing care decisions

Have a home dialysis team who motivate and promote self-care, including ideas to help you cope with the lifestyle changes

It is your responsibility to attend education and training, and to participate in discussions

Communication – A right to be informed in a positive, open and honest manner

You should:

Be given timely and meaningful education about kidney failure, transplantation, all dialysis options and supportive care including the likely health outcomes of each option

Be informed in advance of any costs you may have at home

Be provided with appropriate and culturally sensitive ongoing support and information

Have access to all blood results and other relevant information to enable you to monitor and manage your own health

Be able to request a review of your medical record, within state legislation limitations

It is your responsibility to talk with your health team in a positive, open and honest manner

