

# How to Maintain Good Relationships With Your Clinic Staff

You spend a lot of time together, so good relationships with your dialysis clinic staff are important to you and to them. All people want to feel safe, respected, and trusted when working together. One way to do this is by setting “healthy boundaries.”

## What are boundaries?

Boundaries are borders or limits.

## Why set boundaries?

Boundaries keep out unwanted things: cruelty, abuse, or harassment.

Boundaries keep in wanted things: respect, trust, and professionalism.

## What kinds of boundaries exist?

- Physical boundaries are about personal space, touching, and sexual limits.
- Mental boundaries are about insults, threats, or certain conversation topics.
- There are other types of boundaries that involve behaviors outside of the professional staff and patient relationship.

## What sorts of things violate boundaries?

- Comments or remarks that others may find offensive or threatening, including comments regarding their culture or ethnicity
- Sexual comments or touching, including sexual activity or exposure
- Stalking, following, or uninvited involvement in someone’s personal life
- Offering gifts to staff; this is often seen as “bribery” and is against staff policy
- Personal relationships with staff, such as dating or social activities (this is also against staff policy)
- Financial relationships
  - Buying or selling goods of any kind
  - Employment
  - Giving, receiving, or loaning money

## What should I do if I think I have violated someone’s boundaries?

Most people worry about offending or insulting others on accident. It is OK to apologize. If you would like help to prepare for a hard conversation, or if you are not sure if you are going to violate a boundary, you can talk to your dialysis social worker.

## What should I do if I feel someone has violated my boundaries?

You have a right to keep your boundaries. Boundary violations can become difficult for both patients and staff. If you feel you are the victim of a boundary violation, report it immediately to the clinic manager or your ESRD Network.



*Please understand that in addition to your responsibility to treat staff and other patients with respect and dignity, you have the right to be treated with respect and dignity by your treatment team. You received a copy of your Rights and Responsibilities when you were admitted to your clinic, which outlines this in greater detail. You can request a copy of this document at any time.*

### Rights and Responsibilities

This document lists your rights under federal regulation and your responsibilities under your clinic’s policies for acceptable behavior, supporting your boundaries and those of others.

To file a grievance about the care you are receiving at your dialysis facility, contact your End Stage Renal Disease (ESRD) Network:

#### Network 7: Florida

T: 800.826.3773 | E: [NW7info@hsag.com](mailto:NW7info@hsag.com)  
[www.hsag.com/ESRDNetwork7](http://www.hsag.com/ESRDNetwork7)  
3000 Bayport Dr., Suite 300, Tampa, FL 33607

#### Network 13: Arkansas, Louisiana, Oklahoma

T: 800.472.8664 | E: [NW13info@hsag.com](mailto:NW13info@hsag.com)  
[www.hsag.com/ESRDNetwork13](http://www.hsag.com/ESRDNetwork13)  
4200 Perimeter Center Dr., Suite 102  
Oklahoma City, OK 73112

#### Network 15: Arizona, Colorado, Nevada, New Mexico, Utah, Wyoming

T: 800.783.8818 | E: [NW15info@hsag.com](mailto:NW15info@hsag.com)  
[www.hsag.com/ESRDNetwork15](http://www.hsag.com/ESRDNetwork15)  
3025 S. Parker Rd., Suite 820  
Aurora, CO 80014

#### Network 17: American Samoa, Guam, Hawaii, Northern California, Northern Mariana Islands

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