## Checklist

	Yes	No
About the centre and its staff		
1. Does the facility offer the treatment option I need?		
2. Are the facility hours appropriate for me; can I get a place on a shift that suits my work schedule?		
3. Is there flexibility in scheduling for special events?		
4. Are the staff friendly, knowledgeable, and do they treat patients with respect?		
5. Are the staff well-trained? Do they receive continuous training updates?		
6. Can I have a tour of the dialysis facility?		
About the centre's services and policies		
7. Does the facility offer patients and their families educational programmes to learn more about kidney disease ?		
8. Does the facility provide any kind of programmes to help patients adjust when they start dialysis?		
9. Does the facility help patients/ families get involved in the patient care?		
10. Does the facility provide or have information on patient and family support groups?		
11. Does the facility provide entertainment options like TV, magazines?		
12. Does the facility help the patients get dialysis when they are traveling?		
13. Does the facility have a website where patients can find useful information/tips?		
14. Are visitors allowed during treatment?		
15. Are patients able to eat after treatment?		
16. Can patients bring and use a laptop?		
About what other patients think		
17. Can I speak with other patients in the facility to talk to them about their experiences?		

