



Peer Mentoring

LMS Frequently Asked Questions



What is the Kidney Learning Hub?

The Kidney Learning Hub is a website where peer mentors and mentees can take courses to improve their knowledge about kidney disease and learn about becoming a mentor and being a mentee.

After my End Stage Renal Disease (ESRD) Network refers me to the website for the Peer Mentor Education Program, how will it know that I am taking the courses to complete the program?

Your ESRD Network will receive updates from the Kidney Learning Hub about your progress with the courses. This will let them know how far along you are in completing the program.

Will I need to log in to the website to take a course?

Yes, you will need to log in to your account each time you want to take a course.

What information is held in my account?

Only the information that you provide in the registration and your course progress are held in your account.

How is my registration information used?

Your information is used for tracking your course progress on the Kidney Learning Hub. Your progress can be shared with your facility.

What if I can't remember my password?

The Kidney Learning Hub can reset your password. Do not use a password that you use in other accounts. You should write down your password and store it in a safe place.

How many Peer Mentoring courses will I need to take to finish the program?

These three courses will need to be completed and passed:

- Course 1: Welcome to Peer Mentoring
- Course 2: Mentoring to Support Choices
- Course 3: End Stage Renal Disease Overview

One or more of these three courses may be taken based on a peer mentor's interest in the topic:

- Course 4: Discussing Home Dialysis as an Option
- Course 5: Discussing Transplant as an Option
- Course 6: New to Dialysis

What if I am not interested in some of the courses?

Being a peer mentor is an important role. You will want to be able to answer different types of questions from your peer mentee. These courses give you information and resources that you need to be a successful peer mentor.

Will I need to take the courses in order, or can I pick the order that I want to take the courses?

You will need to take courses 1–3 in order. You will need to pass the course quiz before moving to the next course. This will help guide you toward finishing required program courses.

How will I know when I have finished a course?

Once you take and pass the quiz, you will receive a star. The star indicates that you have finished the course and can move to the next course.

What happens if I do not take the quiz?

You will need to take and pass the quiz to finish the course.

What if I start a course or a quiz and I don't have enough time to finish it?

You may start and stop at any place in a course. When you log in to the Kidney Learning Hub, you can go to the course where you left off and continue.

How will I receive my certificate of completion?

When you finish course 3, ESRD Overview, the Kidney Learning Hub will email you a certificate. You can then save and print your certificate.

Who should I tell that I have finished the program?

Tell your ESRD Network Peer Mentor Champion that you have finished the program. You can also bring your certificate to your treatment appointment and give it to your facility social worker.

Who can I contact if I need help using this website?

You can always use the support feature on the Kidney Learning Hub. Simply click on the word "Support" located at the top of the website. A form will pop up. You will need to complete and submit the form. A request will be sent to the ESRD National Coordinating Center that you need help. Support is available Monday–Friday from 8 a.m.–5 p.m. ET, except holidays.

What if I want to be a peer mentee?

Read or listen to the Peer Mentee courses. Then, if you want to be paired with a peer mentor, talk with your ESRD Network Peer Mentor Champion.

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