

SPEAK Out!

What can I do if I want to SPEAK OUT?

- 1. Try your facility first...**
To provide positive feedback or ask for their grievance procedures. If your concern is not resolved...
- 2. Contact the Network...**
Ask for the Patient Grievance Policy Brochure or speak with a staff member.
- 3. Reach out to the State...**
You also have the right to file a complaint with your state health department. Your dialysis facility is required to post that information.

Patient Toll-Free:

1.844.238.1190

ESRD Grievance and IVD Fax: 304.414.2513
E-mail: esrdnetworks@qualityinsights.org
Website: www.qualityinsights.org/esrd
PO Box 29274 | Henrico, VA 23242

Patients have a right to express their concerns without restraint or interference, and without fear of discrimination or reprisal.

What is a grievance?

- A grievance is any concern or problem you have about your care or treatment in a dialysis or transplant facility.
- A grievance may be filed by the patient, a family member or other person acting on the patient's behalf.
- Grievances referred to the Network are processed according to written grievance procedures.
- We love to hear compliments about your care, too!

What is the Network?

- The Network exists under contract with the Centers for Medicare & Medicaid Services.
- The Network collects patient information and works to improve care in dialysis and transplant facilities.
- Processing written grievances and resolving patient concerns is an important part of the quality program.



**Quality
Insights**

END-STAGE RENAL DISEASE NETWORKS

This material was prepared by Quality Insights under contract with the Centers for Medicare & Medicaid Services (CMS). The contents do not necessarily reflect CMS policy. Publication No. ESRD-043026