

ENHANCE YOUR DIALYSIS EXPERIENCE



Steps to Successful Communication

If you have a concern about your dialysis facility, it's important to speak with an appropriate staff member.

Here are some tips to help you communicate your concerns and get results.

STAY CALM

Showing anger can often make a situation worse.

CONSIDER ALL VIEWPOINTS

Try to really see the situation from the other person's perspective.

LISTEN CAREFULLY

Truly effective communication requires that each person listen when the other is speaking.

AIM FOR COMPROMISE

Healthy communication involves finding a resolution that both sides can be happy with.

KEEP FOCUSED

Stay focused on the present situation; try not to bring up old issues that could take attention away from the concern you now have.

Most problems can be addressed with positive communication. However, if you continue to have a concern, you can access one or both of the following:

FACILITY GRIEVANCE PROCESS

All ESRD treatment facilities have grievance procedures. Patients should be aware of the facility grievance procedure as a way to resolve issues and concerns.

NETWORK GRIEVANCE PROCESS

Staff at the ESRD Network of New York are available to answer any questions or to file a grievance.

To file a grievance, please contact:

IPRO End-Stage Renal Disease Network of New York

1979 Marcus Avenue, Lake Success, NY 11042-1072

Main: (516) 209-5578 • Patient Toll-Free: (800) 238-3773 • Fax: (516) 326-8929

E-mail: info@nw2.esrd.net • www.esrdny.ipro.org



End-Stage Renal Disease
Network of New York

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