

Are there restrictions to what the Network can do?

- We **cannot** require a dialysis facility, doctor, or transplant center to accept a patient.
- We **cannot** organize the firing, transfer, or hiring of facility staff, doctors, or other medical workers.
- We **cannot** change, remove, or become involved in policies or procedures of the facility's operations.
- We **cannot** assist you in pursuing outside legal counsel.
- We **cannot** overrule or become involved in disputes of state, federal, or professional licensing or certification requirements.
- In addition, the Network **does not** provide direct funds for transportation, bill payment, or insurance.



To file a grievance, please contact us:

IPRO End-Stage Renal Disease Network of New England

1952 Whitney Avenue, 2nd Floor,
Hamden, CT 06517

Patient Toll-free: (866) 286-3773 (Patients Only)

Phone: (203) 387-9332

Fax: (203) 389-9902

E-mail: ESRDNetwork1@ipro.us

Web: <https://network1.esrd.ipro.org/>

Details for filing a grievance with your State Surveyor Agency.

Connecticut Department of Public Health

Facility Licensing Investigation Section
410 Capital Avenue, MS#12FLIS
Hartford, CT 06134-0308
Local: (860) 509-7400

Massachusetts Department of Public Health

Division of Health Care Quality, Complaint Unit
99 Chauncy Street, 3rd Floor
Boston, Massachusetts 02111
Local: (617) 753-8150

Maine Department of Human Services

Licensing and Regulatory Services
41 Anthony Avenue
Augusta, Maine 04333-0011
Local: (207) 287-9308

New Hampshire Department of Health & Human Services

129 Pleasant Street
Concord, New Hampshire 03301
Local: (603) 271-9049

Rhode Island Department of Health

3 Capitol Hill
Providence, Rhode Island 02908-5097
Local: (401) 222-5200

Vermont Department of Aging and Disabilities

Division of Licensing and Protection
103 South Main Street
Ladd Hall, Waterbury, VT 05671
Local: (802) 878-7986



End-Stage Renal Disease
Network of New England

Developed by IPRO ESRD Network of New England while under contract with Centers for Medicare & Medicaid Services. Contract HHSM-500-2016-00019C

8/23/20 Version 2



End-Stage Renal Disease
Network of New England

GRIEVANCE PROCESS GUIDE: A GUIDE FOR PATIENTS AND FAMILIES





Filing a Grievance with your ESRD Network

Your Network can work with you and your facility to help resolve your concerns. Before filing a grievance with us we encourage you to discuss your concern directly with a staff member at your facility. Ask to speak with someone with whom you feel comfortable sharing your concerns. If you do not wish to identify yourself, ask about how an anonymous grievance can be filed.

If you do not feel comfortable filing a grievance with your facility or you feel dissatisfied with the response of facility staff to your concerns, you have the right to file a grievance with your Network and with your state agency. Your state agency's contact information should be posted in the lobby of your facility; it is also provided on the back of this brochure.

How can I file a grievance?

You can file a grievance in one of three ways. You can

1. Call the Network using the toll-free line,
2. Mail us a letter, or
3. Fax us the information.

The Network's contact information for all three options is available on the cover of this brochure.

To best help you, the Network may request information from you, such as your name, phone number, address and your date of birth. We will also ask for details (name and address) about the facility you have concerns about. If you do not feel comfortable giving us these details or sharing them with the facility, you have the right to file a grievance confidentially or anonymously.

If you file a confidential grievance, the Network will collect these details; however, we will NOT share them with the facility. If you file an anonymous grievance, we will not collect these details at all during your case. If you decide to file a case anonymously and your concern relates directly to your personal care, the Network may be limited in the actions we can take during your investigation. We will respect your choice and protect your anonymity to the best of our ability.

What should I expect during the grievance process?

A member of the Network's Patient Services Department will listen to your concerns and help you to best organize your thoughts; they will also provide feedback to you and maybe offer another point of view.

The Network will collaborate with you and the facility staff to reach a resolution by advocating on your behalf based on your rights as a patient.



We may request to review documentation from your facility. This documentation may include treatment logs, social worker notes or policies and procedures of your facility.

We can provide recommendations to staff and patients/ family members to build a more positive patient-provider relationship and encourage patients and staff to participate in care conferences to address issues at the facility level.

We can provide you educational materials on kidney disease or contact information for other kidney-related organizations.

When necessary, the Network may work with your state agency for further investigation or refer your case to other governing boards or government agencies for assistance.

The Network will work to resolve your case as quickly as possible. While some cases can be resolved within 7 business days other may remain open up to 60 days.

The Network will keep in contact with you throughout the process via phone and in writing.

