

Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM



Better healthcare,
realized.

What is a Grievance?

A grievance is any concern or issue you may have about the care you receive from your dialysis facility. Patients, family members, loved ones, dialysis staff members, or anyone else who has concerns about a facility may submit a grievance.

YOU have Options!

As a dialysis patient, if you are not satisfied with the care you receive there are several ways that you can share your concerns:

1. Attend a patient care plan meeting
2. Speak to members of your care team
3. File a complaint with your facility
4. Contact the State Department of Health
5. Contact your IPRO ESRD Network (see page 2 for info)



Tips for sharing your concerns

- Write down your concerns (this will help you to organize your thoughts).
- Remain calm (avoid using foul language).

HELPFUL TIPS
TO EMPOWER
ESRD PATIENTS
AS CONSUMERS

How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

**In an emergency,
if you can't reach
your facility,
contact us.**

continued on page 2

- Always keep in mind the point of view of others.
- If you prefer, ask to file a grievance anonymously.

Filing a Grievance with the ESRD Network

If you'd like, the Network will act on your behalf in resolving and addressing your grievance. Network staff will make sure there is open communication between you and your ESRD healthcare providers to help you feel comfortable about any of your concerns.



When the Network is contacted regarding a concern or grievance, the following takes place:

- With permission from the patient, the Network may contact the

facility directly to gather information and attempt to resolve the matter.

- The Network will protect your rights as a patient.
- The Network will make suggestions/recommendations to both the patient and the dialysis facility.
- The Network will follow-up, as needed, to make sure recommendations are followed.
- Please note, choosing to file anonymously may limit the Network's ability to investigate your concern.

The Network cannot

- ✗ Order a physician or dialysis facility to accept a patient;
- ✗ Fire or discipline a facility staff member;
- ✗ Request that a specific staff member provide your care;
- ✗ Change or direct dialysis facility policies or procedures; or
- ✗ Override federal regulations.

The Network will accept grievances by phone, fax, email or postal mail.

To file a grievance, please contact your local ESRD Network:

IPRO End-Stage Renal Disease Network of New England

1952 Whitney Avenue
2nd Floor
Hamden, CT 06517
Patient Toll-Free: (866) 286-3773
Main: (203) 387-9332
Fax: (203) 389-9902
E-mail: esrdnetwork1@ipro.us
Web: network1.esrd.ipro.org

IPRO End-Stage Renal Disease Network of New York

179 Marcus Avenue
Lake Success, NY 11042-1072
Patient Toll-Free: (800) 238-3773
Main: (516) 209-5578
Fax: (516) 326-8929
E-mail: esrdnetwork2@ipro.us
Web: network2.esrd.ipro.org

IPRO End-Stage Renal Disease Network of the South Atlantic

909 Aviation Parkway
Suite 300
Morrisville, NC 27560
Patient Toll-Free: (800) 524-7139
Main: (919) 463-4500
Fax: (919) 388-9637
E-mail: esrdnetwork6@ipro.us
Web: network6.esrd.ipro.org

IPRO End-Stage Renal Disease Network of the Ohio River Valley

3201 Enterprise Parkway
Suite 210
Beachwood, OH 44122
Patient Toll-free: (844) 819-3010
Main: (216) 593-0001
Fax: (216) 593-0101
E-mail: esrdnetwork9@ipro.us
Web: network9.esrd.ipro.org



"Like" us on Facebook!

<https://www.facebook.com/IPROESRDNetwork>



Better healthcare,
realized.

The IPRO End-Stage Renal Disease Network Program, ESRD contractor for Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont (NW1), New York (NW2); Georgia, North Carolina, South Carolina (NW6) and Ohio, Indiana and Kentucky (NW9) developed this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Numbers: NW1: HHSM-500-2016-00019C; NW2: HHSM-500-2016-00020C; NW6: HHSM-500-2016-00006C; and NW9: HHSM-500-2016-00009C