

Grievance Process Guide:

A Guide for Patients and Families

Do you have a concern about your facility?

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 are dissatisfied with the response of facility staff to your concerns, you have the right to file a grievance with your Network and/or your state agency.



Filing a grievance

Contact your Network

You can file a grievance with your Network in one of three ways:

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

We also encourage you to check our website, esrd.ipro.org, where you'll find additional information and resources on grievances.

The Network's contact information for all three options is available on the second page of this flyer. 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 about the facility (e.g., name and address). 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 still collect these details, but 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 our investigation. We will respect your choice and protect your anonymity to the best of our ability.

Contact your state agency

Your state agency's contact information should be posted in the lobby of your facility; it is also provided on the second page of this flyer.



What to 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 you with feedback and may offer another point of view.

The Network will work 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 your facility's policies and procedures.

The Network can provide recommendations to build a more positive patient-staff relationship, and encourage participation in care conferences to address issues at the facility level. Patients, family members, and staff are encouraged to be part of this process.

We can provide you with educational materials on kidney disease or contact information for other kidney-support 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 ten calendar days, others may remain open for up to 60 days.

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



What the Network cannot do

- X** Force a facility to accept a patient.
- X** Close a dialysis facility.
- X** Go on-site to investigate a facility's clinical procedures, witness interactions between staff and patients, or view a videotape of incidents (HIPAA violation).
- X** Add a patient to the transplant list.
- X** Recommend a lawyer and assist with a lawsuit.
- X** Get staff members fired or arrange for staff to have their pay docked.
- X** Force a facility to change its admissions policy regarding catheters.
- X** Verify Medicare coverage or give out Medicare cards.
- X** Interfere with facility surveys.
- X** Hide a patient's involuntary discharge (IVD) history.



Contact information for filing a grievance with your state survey agency

Connecticut Department of Public Health Facility Licensing Investigation Section

410 Capital Avenue, MS#12FLIS
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



To file a grievance with the Network, please contact us:

IPRO End-Stage Renal Disease Network of New England

1979 Marcus Avenue, Lake Success, NY 11042-1072
Corporate Number: (516) 231-9767 • Toll-Free: (800) 238-3773
E-mail: esrdnetworkprogram@ipro.org • Web: esrd.ipro.org

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