

Grievances

A grievance is any concern or issue that you may have about the care you receive from your healthcare facility.

Patients, family members and loved ones, dialysis staff members, or anyone else who has concerns about a facility may submit a grievance.

If you have a concern but you're afraid the facility staff will become upset with you if you try to talk with them about it, you may call your Network or the or your State Health Department.

To find your state health department, visit www.HealthFinder.gov a Federal Government website managed by the U.S. Department of Health and Human Services (HHS).

It is very important to let a professional know when you have a concern.

The grievance process:

- Allows you to have a voice in your own care plan.
- Helps to ensure that you are receiving safe and comfortable care.
- Is a very effective way of working through problems.



www.ESRDNCC.com

This material was prepared by HSAG: End Stage Renal Disease (ESRD) Network 17 and adapted for use by the ESRD National Coordinating Center (NCC) contractor, 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 nor imply endorsement by the U.S. Government. Publication Number: FL-ESRD NCC-7N11A1-09282016-02



Patient Grievances



A Guide for ESRD Patients

You Have Options if You Have Concerns Regarding Your Dialysis Care.

1. Speak to members of your medical team.

You can make an appointment to speak with the facility administrator, the social worker, or your nephrologist (kidney doctor) in a private setting, where your concern will be discussed in a confidential manner.

2. Attend a patient care plan meeting.

Each facility holds periodic patient care plan meetings to discuss all aspects of every case, including yours. During each meeting you and your medical team express concerns and work together towards resolution.



3. Know your rights and responsibilities.

Every patient signs a document outlining the facility's guidelines on appropriate behavior, patient rights, and filing grievances. Facilities must post their "Statement of Patient Rights & Responsibilities."

4. File a complaint with your facility.

Become familiar with your facility's policy on addressing complaints and grievances. Your issue or concern will be addressed by members of the facility's administrative team such as the medical director, regional manager or risk manager.



5. Contact the State Department of Health.

This is important if your concern is in regard to safety and/or infection control.

6. Contact the Network office.

You will receive an offer to have your concern addressed as a formal grievance.

Tips for Expressing Your Concerns

- Remain calm. Take some time out, if needed, to collect your thoughts.
- Avoid using foul language.
- Avoid speaking in an accusatory or threatening manner.
- Write down your concerns. This will help you to organize your thoughts, as well as aid you in venting your emotions.

★ You have the choice to remain anonymous.