

What We Do For Dialysis and Transplant Clinics

- Be a link between Medicare and clinics
- Keep staff up-to-date on what works best to give good care
- Work with staff on projects to make care better
- Provide training to the staff
- Provide resources to help improve care
- Watch over treatment data to make sure they give good care

Each Network has a Medical Review Board and Patient Advisory Council that helps to guide our work.



Ask your Care Team

- When would I need to contact the Network?
- How can I get involved with the Network?
- What educational materials do you have to share from the Network?

To file a grievance, patients may contact:

Qsource ESRD Networks

3725 Champion Hills Drive, Ste. 3100
Memphis, TN 38125

Network 16: (800) 456-6919

(Alaska, Idaho, Montana, Oregon, Washington)

Network 17: (800) 444-9965

(Hawaii, Northern California, Guam, Mariana Islands, American Samoa)



esrd.qsource.org

This resource was developed while under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. (Contracts #HHSM-500-2016-00010C and #HHSM-500-2016-00012C.) The contents presented do not necessarily reflect CMS policy. 26.ESRD.06.076

Qsource ESRD Networks



About the Network Program

Qsource ESRD Networks work hard to improve the quality of care and the quality of life for people who get treatment for End-Stage Renal Disease in our states.

We work with staff at dialysis clinics and transplant centers to help them make care better for dialysis and transplant patients.

We focus on improving the lives of people living with kidney disease in all that we do.



What We Do for Patients

The Network does a lot to help make care better so people with kidney disease can live their best lives. We do this by:

- Helping you learn more about kidney disease, dialysis and transplant
- Helping you if you have a complaint about the care you get
- Helping you and the clinic staff work together to solve problems
- Making sure you can get the dialysis care you need
- Working with staff to learn about ways to make the care better
- Working with State Survey Agencies to make sure patients are safe



Quality of Care Program Development



Educational Resource Development



Advocacy and Mediation



Patient and Community Partnerships

We ensure that the patient voice is heard throughout Network activities.