

Let Your Voice Be Heard!

Do you have a concern about your care or the care of a family member?

One responsibility of Qsource ESRD Network 12 is to help if you have a complaint (grievance) about the care received at a dialysis or transplant center. Patients, patient advocates and family members can call the Network anytime, for any reason, about the care given at a Medicare-certified clinic and/or concerns about access to dialysis care.

What is a grievance?

Grievance: An objection, injustice, axe-to-grind, beef, hardship, injury

Who: Anyone (patient, family member or patient advocate)

What: Anything (nothing is too small)

Where: At dialysis

When: Any time (sooner the better)

Why: To make things better for all patients

Medicare defines a grievance as:

“A written or oral communication from an end stage renal disease (ESRD) patient, and/or an individual representing an ESRD patient, and/or another party, alleging that an ESRD service received from a Medicare-certified provider did not meet the grievant’s expectations with respect to safety, civility, patient rights, and/or clinical standards of care.”

How can I deal with my concerns?

You can call the Network at ANY TIME. You do not have to talk to the clinic first. But here are a few other suggestions that you can try:



Stay Calm

Do not get angry. Get information instead.



Talk It Out

Tell a staff member that you trust about your concerns.



Write It Out

It may help you to focus on what is most important to you if you write down your thoughts.



Ask

If you are not getting an answer to your concerns, ask to talk to the next person in the clinic’s grievance process.

What will happen when I call the Network?

- The Network staff will listen to you, ask and answer questions and talk with you about what can be done to help you with your concern.
- With your permission, the Network may then start calls with the clinic to talk and work with you all to help with your concern.
- The Network may review your medical record to learn more about the care you were given.
- The Network may refer your grievance to another agency if they have authority over issues like your concern.

You have the right to be anonymous. The Network may still be able to help with your grievance even if you do not want the clinic or the Network to know your name.

What if I have a safety concern?

The Network and the State Survey agencies work together to handle grievances about dialysis or kidney transplant care. The State Survey Agency may go on-site to inspect a clinic.

If it is a life-threatening situation, the State Survey Agency makes sure the clinic is running safely. You can contact the State Survey Agency for your state at:

Iowa Department of Inspections & Appeals: 877-686-0027

Kansas Department of Health & Environment: 800-842-0078

Missouri Department of Health: 800-392-0210 or 573-751-6303

Nebraska Department of Health & Human Services: 402-471-0316

All dialysis patients have a right to file a grievance about their care with the clinic, the Network and/or the State Survey Agency and should feel safe when doing so.

Patient Toll-Free Line

1-800-444-9965

For more information or to file a grievance, please contact:

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Qsource
ESRD Network 12

www.Qsource.org | www.heartlandkidney.org