



As part of “Take 5 to Tune In” the Heartland Kidney Network would like to ask you a few questions about your experiences at your clinic. Your answers are **anonymous** and **confidential**. The results will be shared with your clinic as a group average to make improvements.

1. I know how to share a complaint about the clinic, the staff or my care.

☐ Yes

☐ No

2. I am concerned that I will be treated differently if I share a complaint.

☐ Yes

☐ No

3. How often does the clinic staff listen to you carefully?

☐ Never ☐ Almost Never ☐ Sometimes ☐ Almost Always ☐ Always

4. How often does the clinic staff spend enough time with you?

☐ Never ☐ Almost Never ☐ Sometimes ☐ Almost Always ☐ Always

5. How often do you feel the clinic staff really care about you as a person?

☐ Never ☐ Almost Never ☐ Sometimes ☐ Almost Always ☐ Always

Thank you for your time and participation!
Please fold and place completed form in the “Take 5 to Tune In” envelope.



For more information or to file a grievance please contact the Heartland Kidney Network at:
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Toll-free Patient Line (800) 444-9965 • net12@nw12.esrd.net • heartlandkidney.org