



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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