

Speak Up!



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

Who: Anyone (patient, family member or staff)

What: Anything (nothing too small)

When: Any time (sooner the better)

Where: At dialysis

Why: To make things better for all patients.



We're listening

We investigate every concern. My clinic contact:

No topic is too small. **SHARE** your feelings.

When you file a grievance, you have the right to be **ANONYMOUS**.

YOU are part of your health care team.

You should **FEEL SAFE** when you file a grievance. Contact the Network should you feel intimidated after you voice your grievance.

You can file a grievance at **ANY TIME**.

We're here for you.

Contact Heartland Kidney Network anytime with any concern at 1-800-444-9965. 920 Main Street, Suite 801, Kansas City, MO 64105
Email: net12@nw12.esrd.net Website: www.heartlandkidney.org

