



Our clinic is participating in a new project with Heartland Kidney Network to help improve your experience called "Take 5 To Tune In".

**WHO:** YOU and one of the clinic staff (different each month)

**WHAT:** A five minute chat

**WHERE:** At your dialysis chair

**WHEN:** During dialysis, just one time a month from April through September

**WHY:**

- ⇒ It's a great way to get to know each other better.
- ⇒ It's your five minutes with a staff member's total attention to listen to you and talk about whatever **you** want to chat about. We will also have some fun questions you can chose to answer.
- ⇒ You can get to know staff better and meet new people.
- ⇒ It's FUN!



For more information or to file a grievance please contact the Heartland Kidney Network at:  
920 Main, Suite 801, Kansas City, MO 64105  
Toll-free Patient Line: (800)444-9965 • [net12@nw12.esrd.net](mailto:net12@nw12.esrd.net) • [heartlandkidney.org](http://heartlandkidney.org)