

# What To Do If I Have a Grievance

One of Qsource ESRD Networks' jobs is to help if you have a complaint (grievance) about the care you get 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:** | 'grē-vən(t)s | noun

1. a strong feeling that you have been treated unfairly [objection, injustice, ax-to-grind, beef, hardship, injury]

- Who:** Anyone (patient, family member or patient advocate)
- What:** Anything (nothing is too small)
- When:** Any time (sooner the better)
- Where:** At dialysis or transplant center
- 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."

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.



## 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. Here are a few other suggestions:



**Stay calm.** Do not get angry. Get information instead.



**Talk it out.** Tell a staff member you trust about your concerns.



**Write it out.** It may help to focus on what is most important to you by writing down your thoughts.



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



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.

## How do I contact the Network?

You can contact the Network by mail, email or phone, Monday through Friday at:

### Network 10 (IL)

911 E. 86th St., Ste. 30  
Indianapolis, IN 46240  
Patient Toll-Free: (800) 456-6919

### ESRD Network 12 (IA, KS, MO, NE)

2300 Main St., Ste. 900  
Kansas City, MO 64105  
Patient Toll-Free: (800) 444-9965

## What will happen when I call the Network?



The Network staff will listen to your concern and talk with you about what can be done to help.



With your permission, the Network may call the clinic and work with you and clinic staff 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 that has authority over issues like your concern.

## Who can I contact at my clinic?

You can talk to any staff members, your doctor, the clinic manager or social worker for help.

Name(s): \_\_\_\_\_

Phone(s): \_\_\_\_\_

## What if I have a safety concern?

The Network and 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:

**Illinois** Department of Public Health  
(800) 252-4343

**Iowa** Department of Inspections and Appeals  
(877) 686-0027

**Kansas** Department of Health and Environment  
(800) 842-0078

**Missouri** Department of Health  
(800) 392-0210 or (573) 751-6303

**Nebraska** Department of Health and Human Services  
(402) 471-0316

For more information visit [www.medicare.gov](http://www.medicare.gov) or call 800-MEDICARE