

Complaints and Grievances

A complaint or grievance is any concern or issue that you may have about the care that you receive from your healthcare facility.

Patients, family members and loved ones, dialysis staff members, or anyone else who has concerns about a facility may submit a complaint.

If you have a concern but you're afraid the facility staff will become upset with you if you try to talk with them about it, you may call the Network or the State Health Department.

You have the choice of remaining anonymous.

It is very important to let a professional know when you have a concern.

The complaint process...

- Helps to ensure that patients are receiving safe and comfortable care.
- Is a very effective way of working through problems.
- Is a way for persons to help one another.

ESRD Network #17 is responsible for receiving and acting upon complaints involving ESRD patient care.

1-800-232-3773



Western Pacific Renal Network



Concerns, Complaints & Grievances



Tips for expressing your concerns

- Remain calm. Take some time out, if needed, to become collected.
- Avoid using foul language or speaking in an accusatory or threatening manner.
- Write down your concerns. This will help you to organize and prioritize your thoughts as well as aid in venting your emotions.

Mission Statement

To facilitate improvement of quality of care provided to ESRD patients.

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A Guide for ESRD Patients of Network #17

Options you have if you have a complaint or a problem at your clinic.

1.

Speak to members of your medical team.

You can make an appointment to speak with the facility administrator, the social worker, or your nephrologist (kidney doctor) in a private setting where your concern will be discussed in a confidential manner.

2.

Attend a patient care plan meeting.

Each facility holds periodic patient care plan meetings to discuss all aspects of every patient's care. During these meetings, you and your medical team are free to express concerns and encouraged to work together toward resolution.

3.

Know your rights and responsibilities.

Every patient signs a document outlining the facility's guidelines on appropriate behavior, patient rights, and how to file a grievance. Facilities must post their "Statement of Patient Rights & Responsibilities".

4.

File a complaint with your facility.

Become familiar with your facility's policy on addressing complaints and grievances. Your concern will be addressed by members of the facility's administrative team such as the medical director, regional manager or risk manager.

5.

Contact the State Health Department.

Especially if your concern is in regard to safety and/or infection control.

6.

Contact the Network office.

You will be offered to have your concern addressed as an informal complaint or as a formal grievance.



California Department of Public Health

1-866-247-9100

Hawaii Health Department

(808) 692-7420

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