

# SPEAK OUT

*Patients have a right to express their concerns without restraint or interference, and without fear of discrimination or reprisal.*

## What are my options if I have a grievance?

- 1. Try your facility first...**  
Ask for and follow the facility's written grievance procedures.  
If not satisfied...
- 2. Contact the Network...**  
Ask for the Patient Grievance Policy Brochure or speak with a staff member.

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### What is a grievance?

- A grievance is any concern about treatment in a dialysis or transplant facility
- A grievance may be filed by the patient, a family member or other person acting on the patient's behalf
- Grievances referred to the Network are processed according to written grievance procedures

### What is the Network?

- Network 5 is under contract with the Centers for Medicare & Medicaid Services to serve the states of Maryland, Virginia and West Virginia and the District of Columbia
- The Network collects patient information and works to improve care in dialysis and transplant facilities
- Processing written grievances and resolving patient concerns is an important part of the quality program



Quality  
Insights

Mid-Atlantic Renal Coalition

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