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.

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.

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

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