



## Facility Grievance Policy

### ESRD Conditions for Coverage

#### ➤ V467

##### ➤ **Standard: Patient Rights**

- Be informed of his or her right to file internal grievances or external grievances or both without reprisal or denial of services;
- Be informed that he or she may file internal or external grievances, personally, **anonymously** or through a representative of the patient's choosing; and
- Be informed of external grievance mechanisms and processes, including how to contact the ESRD Network and the State survey agency.

#### ➤ V765

- ##### ➤ **Standard: Internal grievance process:** The facility's internal grievance process must be implemented so that the patient may file an oral or written grievance with the facility without reprisal or denial of services.

The grievance process must include:

- A clearly explained procedure for the submission of grievances;
- Timeframes for reviewing the grievance; and
- A description of how the patient or the patient's designated representative will be informed of steps taken to resolve the grievance.

#### **Tips for Creating an Anonymous Process**

- Ask patients what would make them feel protected
- Provide a discrete drop box for anonymous concerns that is regularly checked and have forms available for patients' convenience
- Publicize the anonymous option and how to take advantage of it
- Post the notice about the anonymous option where patients can easily view

**Anonymous grievances must be allowed and a process must be established for patients to file the grievance in the manner they feel most comfortable.**

**Quality Insights Renal Network 4 Patient Hotline  
1-800-548-9205**