

Patient Grievance Educational Handout

What is a Grievance?

A written or oral communication from an 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**. The grievant is not required to explicitly state that the care did not meet professionally recognized standards.

Here are a few things that you can do to help yourself!

- You have the right to file a grievance with Quality Insights Renal Network 4 as a 1st step.
- Review your facility's patient rights & responsibilities and facility grievance process.
- Each facility is required, by the Center for Medicare and Medicaid, to have a facility grievance process to address/resolve your concern. The social worker in the facility is expected to be the patient advocate. Discussing your concern with the facility social worker, head nurse, administrator, or your physician may resolve your concern.

Additional patient education:

Dialysis Patient Citizens (DPC) education center website has a patient grievance educational conference call recording: <http://www.dpcedcenter.org/august>

Who is Quality Insights Renal Network 4?

Network 4 is an organization under contract with the Centers for Medicare & Medicaid Services (CMS) to:

- Serve as a patient advocate.
- Help resolve patient concerns in Delaware and Pennsylvania. Through investigating, educating and promoting communication so that all parties involved can work toward a resolution.

Your ESRD Network is:

Quality Insights Renal Network 4
610 Freedom Business Center Suite 102 King of Prussia, PA 19406
Toll Free Patient Line: 1-800-548-9205

Who is the Department of Health (DOH)?

The DOH performs on-site investigations of grievances, you can contact them at:

Delaware:

Delaware Department of Health
258 Chapman Rd
Chopin Blvd Suite 101
Newark, DE 19702
Telephone: 1-800-942-7373

Pennsylvania:

Pennsylvania Department of Health
132 Kline Plaza, Suite A
Harrisburg, PA 17104
Telephone: 1-800-254-5164