

Grievance Process

Quality Insights Renal Network 4 is the End-Stage Renal Disease Network for Pennsylvania and Delaware. We are here as your source for support, guidance and information.

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Patients should use the facility's grievance process before sending a grievance to QIRN 4, although this is not a requirement.

QIRN 4 receives grievances in writing or by telephone. Grievances may be about dialysis or transplant facilities.

The grievance may come from a patient, a patient's relative or an interested party.

QIRN 4 reviews grievances raised by patients and decides the action required (i.e., investigation and/or referral).

When QIRN 4 receives a grievance, depending on the type of grievance, a letter may be sent to the patient. If a letter is sent, it will be sent within 15 days of receipt of the grievance and a follow-up letter will be sent at the conclusion of QIRN 4's investigation.

QIRN 4 will look at the history of the situation, including attempts to solve the problem. QIRN 4's action will then depend on the situation. QIRN 4 will try to resolve grievances by acting as investigator, facilitator, referral source or coordinator between the patient and the facility. QIRN 4 will try to resolve grievances using one of these roles and:

- Assist in solving the grievance by acting in the chosen capacity between the patient and the facility; and
- Interview patients, providers and facility staff as needed to understand the grievance.

QIRN 4 will become involved in investigating and resolving grievances when the grievance affects Medicare-eligible patients and/or the services provided by a Medicare-certified facility.

If QIRN 4 decides that a patient's grievance is better handled by another agency, the patient will be notified in writing. The letter will have the reason as well as the name, address and telephone number of the new contact person.