

# I am a Kidney Patient, What Can I Do if I Have a Complaint?

## Quality Insights Renal Network 4 1-800-548-9205

## What Should I do if I Have a Complaint?

The Centers for Medicare & Medicaid Services (CMS) contracts nationwide with End Stage Renal Disease (ESRD) Networks to assure quality of care for people with kidney failure. The ESRD Networks are responsible for receiving, evaluating and resolving complaints involving patient care. Quality Insights Renal Network 4 is the ESRD Network for the dialysis and transplant patients in Pennsylvania and Delaware.

A complaint or grievance is any concern that you have about the care that you receive from your healthcare facility. Anyone can file a complaint including patients and family members. Anyone else connected to a patient can file a complaint on behalf of a patient.

It is very important to let a professional know when you have a complaint. The complaint process helps to ensure that people are receiving safe care. The complaint process is also a very effective way of working through problems. It is also a way for patients to help each other.

Try talking with the staff at your dialysis facility. If you are not satisfied with the facility response, contact the Network. If you don't feel comfortable talking to the staff at the facility, contact the Network.

The Network has registered nurses and a social worker on staff to listen to your complaint. They can help you work through what to do about it. They may investigate the complaint and contact your dialysis unit to discuss your complaint. They may provide education to you and/or the staff about issues related to your complaint. The NW can provide mediation as necessary. If needed, we can refer your complaint to another agency that can better help you. **Patients or family members may contact the Network by calling 800-548-9205. All calls are confidential.** We will not give out any information about you or your call without your permission.

The ESRD Network works closely with state survey agencies. We need to ensure that dialysis facilities work within the Federal and State regulations in providing dialysis treatments to people with kidney failure. You can also contact them about your complaint. The state survey agencies that work in this area are:

<p>Pennsylvania Department of Health Quality Assurance Complaint Hotline <b>800-254-5164</b></p>	<p>Delaware Health and Social Service (DHSS) Office of Health Facilities Licensing and Certification <b>800-942-7373</b></p>
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**Quality Insights Renal Network 4**  
**610 Freedom Business Center Suite 102 King of Prussia, PA 19406**

Patients' Line 800-548-9205

Phone: 610-265-2418

Fax: 610-783-0374

[www.qirn4.org](http://www.qirn4.org)

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