

# ACCESS TO CARE

Quality Insights Renal Network 4 is responsible for facilitating patient-appropriate access to care. We will intervene, as appropriate, to resolve cases in which:

- No dialysis facility can be located that will accept an ESRD patient for dialysis treatment
- An ESRD patient is at risk for involuntary discharge
- An ESRD patient has been or will be involuntarily discharged
- An ESRD patient has been or will be involuntarily transferred

If we receive a grievance involving failure to place, involuntary discharge, involuntary transfer, or a patient at risk for involuntary discharge, we will immediately investigate to determine the facts of the situation and any actions taken by the parties involved. We will facilitate communication between the grievant and facility staff. We will advocate for the patient while demonstrating objectivity in reviewing the facts of the situation. If attempts to resolve the grievance are unsuccessful and the facility continues to recommend discharge or transfer, we will remind the facility of its obligation to provide 30-day advance notice prior to discharge or transfer. We will also remind the facility it is required to assist with alternative placement. The patient's care team will be involved in the discharge and transfer planning.

Quality Insights will maintain a current list of local, state, and federal resources to use as referrals for ESRD patients and other grievants in need of assistance. At the patient's request, we will provide a list of facilities in the patient's geographic area. While it is not our responsibility to place patients in dialysis facilities, we are responsible for assisting with the placement of challenging patients in accordance with the Federal Conditions for Coverage (CfC).

## Learn More

For more information about access to care, please contact Deborah Knight, Patient Services Coordinator, at (610) 265-2418 ext. 2831 or email [dknight@nw4.esrd.net](mailto:dknight@nw4.esrd.net).

**NOTE:** Due to HIPAA email encryption and authentication standards, Quality Insights Renal Network 4 is not permitted to send or receive patient-specific data (PHI/PII) via email. Please do not send patient-specific data (PHI/PII) to Quality Insights Renal Network 4 via email. As always, use phone, fax or regular mail. Thank you for your understanding and cooperation.

Protected Health Information (PHI)  
Personal Identifiable Information (PII)