

GRIEVANCES AND COMPLAINTS

Quality Insights Renal Network 4 receives grievances /complaints from many different people, including patients, family members and dialysis staff to name a few. Quality Insights will attempt to resolve the grievance /complaint in one of the following ways:

- Assist patient with organizing his/her thoughts about a situation and provide feedback so that he/she can address the issue on his/her own, if he /she chooses
- With permission from the patient, Quality Insights may contact the facility directly to gather information and attempt to resolve the grievance /complaint
- The facility may be required to complete an Improvement Plan or educational training to correct problem(s)
- More serious issues may be referred to the Network 4 Medical Review Board (MRB) for review
- Life-threatening situations are referred to the State Survey Agency (Department of Health)

Some concerns do not fall under the jurisdiction of Quality Insights or would be more appropriately handled by another agency, such as the state health department. Quality Insights can refer patients to those identified agencies. In more serious circumstances, we will contact the agency directly.

We encourage resolution of patient and facility staff concerns at the local level whenever possible. However, there may be instances when the patient does not wish to approach the facility staff or manager, but requests our assistance. It is NOT mandatory that the patient utilize the facility grievance process before contacting us.

Learn More

For more information about grievances and complaints, please contact Deborah Knight, Patient Services Coordinator, at (610) 265-2418 ext. 2831 or email 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)