

CHAPTER 6

WHAT DO YOU DO IF YOU HAVE A CONCERN OR GRIEVANCE?

Please note that these steps are not required to be followed in any specific order

Speak to Members of your Medical Team

- ◆ You can make an appointment to speak with the facility administrator, the social worker, or your kidney Doctor. You can meet in private where your concerns will be discussed in a confidential manner.
- ◆ Remain calm. Take some time, if needed, to become collected.
- ◆ Do not use foul language or yell.
- ◆ Be careful not to make threats or accuse people.
- ◆ Write down your concerns. This will help you be clear.

Attend/Request a Patient Care Plan Meeting

- ◆ Each facility is required to hold periodic patient care plan meetings to discuss your care. During each meeting, you and your medical team talk about concerns and work together for your best care.
- ◆ Know your Rights and Know your Responsibilities. Both are presented in this toolkit (pages 5-7) and both will help prepare you for this meeting and for all further steps in the grievance process.

File a Complaint with Your Facility

- ◆ Learn about your facility's policy on filing complaints and grievances.



- ◆ Members of the facility's administrative team such as the manager or risk manager will address your issues and/or concerns.

Contact Your ESRD Network Office

- ◆ This will begin the Network grievance process. You will be given the option of whether or not you wish to use your name or remain unknown.
- ◆ You have several choices with the ESRD Network. You may switch at any time or completely withdraw your request for assistance.

- ✓ **Confidential Consultation**

If you want to talk with someone at the Network about your care or you want information and resources.

- ✓ **Immediate Advocacy**

If you want the Network to quickly help you and your facility work out a problem you are having. Immediate advocacy must be completed by the Network in seven (7) calendar days.

- ✓ **Quality of Care Review**

If you feel that the concerns you have involve poor care to you and/or other patients. These reviews are more involved and may take up to 60 days for a full investigation. Medical records may need to be reviewed.

- ✓ **Referral**

If your situation or concerns require help from another agency you will be provided with the contact information for an agency that can help.

Contact Your State Department of Health

Especially if your concern is in regard to safety and/or infection control.