



## Quality Care Concerns

**YOU** are part of your Health Care Team

**YOU** are encouraged to voice your concerns

**YOU** are encouraged to be part of the solution

### Work with your dialysis facility

- Arrange a meeting with your facility social worker or clinical manager
- Discuss your concerns and offer practical suggestions to resolve the problem
- Use good communication skills – stay calm, listen, express your thoughts
- Use your facility grievance/complaint policy, if needed

### If you are not satisfied with the facility response

- Ask for assistance from The Renal Network Patient Services Department at (800)456-6919 or write The Renal Network at 911 E. 86<sup>th</sup> St, Suite 202, Indianapolis, IN 46240
- Get resources or a grievance packet at the Network patient Web site at [www.kidneypatientnews.org](http://www.kidneypatientnews.org)
- Ask for assistance from the Office of Health Care Regulation: Illinois Department of Public Health; Central Complaint Registry at (800) 252-4343 or write them at: Office of Health Care Regulation: Illinois Department of Public Health, Central Complaint Registry, 525 West Jefferson Street, 5<sup>th</sup> Floor, Springfield, IL 62761. Their email contact is: [BILL.BELL@illinois.gov](mailto:BILL.BELL@illinois.gov)



### Remember:

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- Good communication to resolve problems involve both you and your health care team
  - It is your right to file a complaint or grievance without fear of punishment, retaliation or other negative consequences
  - All complaints and grievances will be reviewed and investigated according to Centers for Medicare/Medicaid Services (CMS) guidelines
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**Working together with your Health Care Team is vital to achieving quality care**