



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. 86th St, Suite 202, Indianapolis, IN 46240
- Get resources or a grievance packet at the Network patient Web site at www.kidneypatientnews.org
- Ask for assistance from the Indiana State Department of Health: Division of Long Term Care at (800) 246 – 8909 or write them at: Division of Long Term Care, Indiana State Department of Health, 2 North Meridian Street, 4B, Indianapolis, IN 46204. Their email is complaints@isdh.in.gov



Remember:

- 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**