

*Patients have a right to express their concerns without restraint or interference and without fear of discrimination or reprisal.*

## **WHAT ARE MY OPTIONS IF I HAVE A GRIEVANCE?**

### **STEP 1**

*Try your facility first...*

*Contact your facility's social worker...*

*Ask for and follow the facility's written grievance procedures...*

*If not satisfied...*

### **STEP 2**

*Contact the Network...*

*Ask for the Patient Grievance Policy...*

*Visit our Web site for a copy of the policy...*

*Speak with the person in charge of Patient Services.*

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### **What is a grievance?**

*A grievance is any concern about treatment in a dialysis or transplant facility.*

*A grievance may be filed by the patient, a family member, or another person acting on the patient's behalf (per HIPAA guidelines).*

*Grievances referred to the Network are processed according to written grievance procedures.*

### **Call 1.800.472.8664 for details.**

*End Stage Renal Disease Network 13  
4200 Perimeter Center Drive, Ste 102  
Oklahoma City, OK 73112-2314*

*Tel: 405.942.6000*

*Fax: 405.942.6884 (main)*

*Fax: 405.942.6181 (data)*

*<http://www.network13.org>*

### **What is the Network?**

*Network 13 is under contract with the Centers for Medicare & Medicaid Services to serve the states of Arkansas, Louisiana, and Oklahoma.*

*The Network collects patient information and works to improve patient care in dialysis and transplant facilities.*

*Processing written grievances and trying to resolve patient concerns is an important part of the quality improvement program.*

**ESRD Network 13**

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