



Speak Up and Share Your Concerns

You have a right to file a grievance.

No topic is too small. **SHARE** any concerns.

When you file a grievance, you have the right to be **ANONYMOUS**.

YOU are part of your health care team.

You should **FEEL SAFE** when you file a grievance.

Contact the Network if you feel intimidated after you voice your grievance.

You can file a grievance at **ANY TIME**.

You have the right to file a grievance with the:

- Clinic
- Heartland Kidney Network
- [State Survey Agency](#)

You can file a grievance with the Network or State Survey Agency at any time and do not have to go through the clinic process first.



[My Network- Grievances](#)

How do I file a grievance with the Network?

You can contact the Network by phone, mail or email. The Network has an experienced staff available Monday through Friday. Call toll free at 800-444-9965 or email net12@nw12.esrd.net.

- **Quality of Care Review** – you want the Network to review the medical care given to you or others by the clinic.

- **Referral** – your concerns fall under the responsibility of another agency and you will be provided with the contact information for the other agency.

The Network acts as a neutral third party to help mediate concerns. We will listen to both sides and try to assist you to reach the best possible outcome for everyone. Depending on the details of your concern, the Network may take several roles including a referral source, case coordinator, facilitator, expert investigator, and/or advocate. Network staff may offer several options when you call including:

- **Confidential Consultation** – you just want to talk with someone about your care or want information and resources.
- **Immediate Advocacy** – you want the Network to help you and the clinic find a solution for your concerns.

In addition to helping with grievances the Network also works with clinics to improve patient care and satisfaction. This includes quality improvement projects, patient and clinic staff education and working with clinics to ensure patients have access to the dialysis care they need.