



END STAGE RENAL DISEASE NETWORK OF TEXAS

ICH CAHPS Survey: Patients' Rights

The ICH CAHPS survey asks and reports on the level of care received, as reported by the patients of a facility. Your experience of the care that you receive is important knowledge for Medicare and your facility. The survey is a big chance to report what happens in the facility, whether it be good or bad. The survey is, and should be, 100% anonymous. No one at the facility should know if you completed the survey or not. Below are a list of basic rights that you have as a patient when it comes to this survey:

- Facilities are required to use a 3rd party vendor (this is someone that does not work for the facility or corporate office), approved by CMS, to do the survey away from the dialysis center. This keeps the identity of the patients safe.
- Staff from the facility should never ask for proof of completion or ask to make a copy
- Facility staff should never encourage you to answer a certain way
- Facility staff should never assist you with the survey
- YOUR VOICE MATTERS!

To file a grievance, please contact **End Stage Renal Disease Network of Texas** (ESRD Network 14) at **1-877-886-4435**, info@nw14.esrd.net, 4099 McEwen Rd. #820, Dallas, Texas 75244, and www.esrdnetwork.org.

The **ESRD Network 14 ICH CAHPS Survey: Patients' Rights** is created and published under CMS contract number: HHS-500-2016-NW014C

Be the Voice



Be the Change