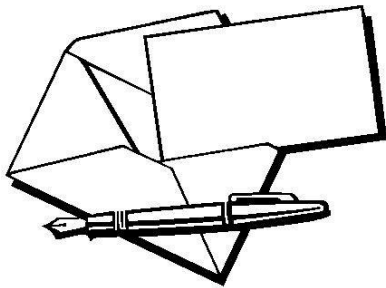




Letters of Concern

Lack of professionalism is often a concern of patients who call the Network, and this could be due to a lack of understanding on the part of the clinic staff. This month's newsletter will address the issue of patients who missed treatments for 30 days or more.



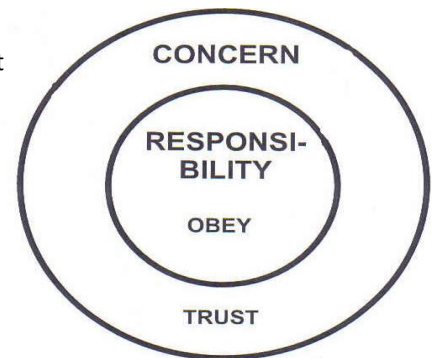
The Purpose

The purpose of letters of concern is to, first of all, show concern. Secondly, the letters aim to outline next steps and resources for the patient. Lastly, when patients know what to expect, and procedures are consistent, trust is developed. Letters can result in re-engagement in treatment, loss to follow up or withdrawal from care.

What is included in letters of concern?

A certified letter of concern should be completed with the following components:

- Letter voicing concern about missed treatments: (has to be more than 30 days)
 - Include date of last treatment
 - Genuine concern for the patient
- Offer a deadline for the patient to return to the clinic
- Offer other clinics that could serve the patient
 - Offer facilities inside and outside of **YOUR** company
 - Encourage the use of Medicare's Dialysis Facility Compare (DFC) website <https://www.medicare.gov/dialysisfacilitycompare/>
- Encourage the patient to seek emergent dialysis care at local hospital(s)
- Hospice
 - Offer as an option should the patient choose to not continue treatment
 - Provide at least three companies to adhere to Medicare's guidelines
- Offer additional resources
 - Transportation, mental health, etc.
 - Via 211 Texas, www.211texas.org
- Behavioral Health Treatment locator
 - <https://www.findtreatment.samhsa.gov>



Contact us at:

Phone: 972-503-3215 | Email: info@nw14.esrd.net | Web: <http://www.esrdnetwork.org> |

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