

# The Grievance Process and You\*



## What is a grievance?

A written or oral communication from an ESRD patient, and/or an individual representing an ESRD patient, and/or another party, alleging that an ESRD service received from a Medicare-certified provider did not meet the grievant's expectations with respect to safety, civility, patient rights, and/or clinical standards of care. The grievant is not required to explicitly state that the care did not meet professionally recognized standards as well as remain anonymous.

## HERE'S HOW TO FILE YOUR GRIEVANCE:

**FIRST**—talk to your nurse, doctor, or social worker about the problem. It is possible there is a simple reason. Even if there is not a simple reason, it may be possible for you and the clinic to work out an answer to the problem that could end in better care for you and other patients.

**NEXT**—you can go speak to leadership of your dialysis company or transplant unit.



**FINALLY**—call one of the Toll Free numbers below for help.

**Texas Department of State Health Services (888) 973-0022**

OR

**The ESRD Network of Texas (877) 886-4435**

The Network is here to support you. If quality of care is your primary concern, then the Network could recommend the facility correct the issue or ask another agency to investigate and establish a corrective action plan. Either way, rest assured, the Network is working in your best interest.

