

Other Services Provided by the Network 18 Patient Services Department

- Provide resources on Medicare ESRD coverage.
- Provide patients with a wide variety of community resources available to patients living with ESRD.
- Provide patients with educational materials pertaining to ESRD.



Department of Health Services Offices

If you are dissatisfied with the complaint process or outcome, you have the right to pursue it with the following Department of Health Services District Offices:

Bakersfield District Office

Kern and Tulare County
(866) 222-1903

Fresno District Office

Kings County
(800) 554-0351

Los Angeles District Office

(800) 228-1019

Orange District Office

(800) 228-5234

Riverside District Office

(888) 354-9203

San Bernardino District Office

Inyo and San Bernardino County
(800) 344-2896

San Diego DHS District Office-North

Imperial and San Diego County
(800) 824-0613

Ventura District Office

Santa Barbara, San Luis Obispo, Ventura County
(800) 547-8267



Grievances

A Guide for Patients and Families



Contact ESRD Network 18
Toll Free (800) 637-4767

700 N. Brand Boulevard, Suite 405
Glendale, CA 91203
Phone: (888) 268-1539
Fax: (888) 280-8669
www.esrdnetwork18.org

What Have You Tried?

You are the most important member of your Treatment Team. We encourage you to take an active role in resolving your concern by taking the following:

- Carefully review the facility's Patient Rights and Responsibilities, and follow your facility's internal complaint/grievance procedure.

If you are not satisfied with your facility's procedure or do not wish to use it, you have the right to contact ESRD Network 18.

What You Can Expect from the Network?

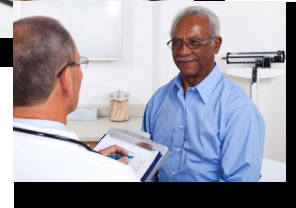
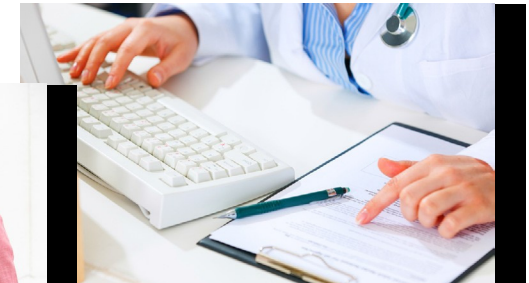
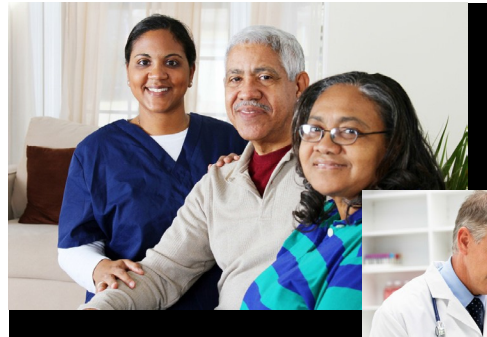
It is the goal of the Network to reach a resolution so the patient can continue to receive care in a healthy treatment environment. This will often require a partnership involving active patient participation to ensure that all parties are included in the process, which increases our ability to reach a positive outcome.

- Patient Services Department will request and review documentation related to your grievance from your facility.
- Patient Services Department will collaborate with patient and staff to reach a resolution.
- Patient Services Department will provide the patient with the outcome of the investigation in writing.
- Network 18 will work with the State Department of Health Services Office when deemed necessary.

What Network 18 CAN and CANNOT Do

We CAN

- Investigate claims filed by patients, family members, or patient representatives in an effort to resolve any existing issues the patient is experiencing at the dialysis facility or transplant center.
- Provide individualized interventions and recommendations to both treatment teams and patients on how to rebuild a positive patient-provider relationship.
- Advocate for patient rights.
- Assist with locating a facility if necessary through Dialysis Facility Compare.
- Provide resources such as educational materials and contact information for kidney-related organizations.



We CANNOT

- Require a dialysis facility, transplant center, or physician to accept a patient.
- Change or become involved in facility or personnel policies and procedures
- Facilitate in the firing or transfer of a physician or staff member.
- Directly provide patients with monetary compensation, payment of bills, or transportation arrangements.
- Override State or Federal licensing/certification requirements.
- Assist in the pursuit of legal action.

If you file the grievance anonymously, and your concerns relate directly to your individual care, our ability to investigate your claims may be limited. Your anonymity is important to us and will be protected while your concerns are addressed to the best of our ability.