

# Grievance Process



## **Patient Grievances**

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.

If you, the grievant, have a grievance regarding ESRD treatment, you may exercise your right through the grievance process. The purpose of the grievance is to address concerns alleging that ESRD services were not provided or that they did not meet recognized levels of care. If you would like to file a grievance you may fill out the grievance packet provided below and send it to the Network, or you may contact the Patient Services Department toll-free at (800) 637-4767.

Upon receipt of a grievance the Network shall classify the case as one of the following:

Immediate Advocacy- utilized for non-clinical concerns that do not require complex investigation- resolved in 7 days or less

General Grievance- concerns that are non-clinical in nature, but require complex investigation and records review- resolved in 60 days or less.

Clinical Quality of Care- concerns that involve clinical or patient safety issue and require clinical record review, by an RN and/or, the Medical Review Board- resolved in 60 days or less.

Grievance Brochure [English](#) - [Spanish](#)

Grievance Toolkit [English](#) - [Spanish](#)

Grievance Packet [English](#) - [Spanish](#)

## Patient Roles and Responsibilities

Carefully review the ESRD Network 18 statement of Patient Rights and Responsibilities  
Make every attempt to work out the concern informally with facility staff  
Understand and try to use the facility grievance process first  
May file the grievance in writing using the attached form or by placing a phone call to the Network's Patient Services Department at 800-637-4767  
May designate, in writing, another individual to act on his/her behalf  
May talk to the Network 18 Patient Services staff for assistance  
May withdraw a grievance at any time  
Carefully read what the Network can and cannot do through the grievance process  
Save a copy of grievance forms filed

## Network Role

Keep communication open between patients and their ESRD healthcare providers  
Help patients feel comfortable taking their concerns to an appropriate person without fear of mistreatment or retaliation  
Facilitate a resolution of the concern as quickly as possible  
Assist in the handling of the grievance by acting as expert investigator, facilitator, referral agent, coordinator, and/or counselor and educator. In an attempt to resolve a grievance, the Network may gather information by telephone, site visits, medical records review, and/or interviews with involved parties.

## 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 have a concern about your physician, contact the:

[Medical Board of California](#)

California toll-free line: 1-800-633-2322

Phone: (916) 263-2424 / Fax: (916) 263-2435

TDD: (916) 263-0935

## Department of Health Services

### Bakersfield District Office

4540 California Avenue, Suite 200

Bakersfield, CA 93309

Counties: Kern and Tulare

Phone Number: (661) 336-0543

Toll Free: (866) 222-1903

Fax Number: (661) 336-0529

### Fresno District Office

285 W. Bullard, Suite 101

Fresno, CA 93704

Counties: Fresno and Kings

Phone Number: (559) 437-1500

Toll Free: (800) 554-0351

Fax Number: (559) 437-1555

### Los Angeles Acute and Ancillary Office

3400 Aerojet Avenue, Suite 323

El Monte, CA 91731

Counties: Los Angeles

Phone Number: (626) 569-3724

Toll Free: (800) 228-1019

Fax Number: (626) 927-9293

### Orange District Office

681 S. Parker Street, Suite 200

Orange, CA 92868

Counties: Orange

Phone Number: (714) 567-2906

Toll Free: (800) 228-5234

Fax Number: (714) 567-2815

### Riverside District Office

625 E. Carnegie Drive, Suite 280

San Bernardino, CA 92408

Counties: Riverside

Phone Number: (909) 388-7170

Toll Free: (888) 354-9203

Fax Number: (909) 388-7174

### San Bernardino District Office

464 W. Fourth Street, Suite 529

San Bernardino, CA 92401

Counties: Inyo, Mono and San Bernardino

Phone Number: (909) 383-4777

Toll Free: (800) 344-2896

Fax Number: (909) 888-2315

### San Diego North District Office

7575 Metropolitan Drive, Suite 104

San Diego, CA 92108

Counties: Imperial and San Diego North County

Phone Number: (619) 278-3700

Toll Free: (800) 824-0613

Fax Number: (619) 278-3725

### Ventura District Office

1889 N. Rice Avenue, Suite 200

Oxnard, CA 93030

Counties: San Luis Obispo, Santa Barbara, Ventura

Phone Number: (805) 604-2926

Toll Free: (800) 547-8267

Fax Number: (805) 604-2997