



A Quick Guide to Working Through Concerns With your Physician

There may come a time when a patient or a patient's family may have a concern or disagreement with a physician or the medical care being delivered. If this happens, you may wonder how to handle the situation. Below are a few simple steps you can follow:

STEP 1 We encourage you to speak with the physician directly. Tell him/her what your concern is about your health care or what your likes or dislikes are about your care. Make an appointment to meet with him/her. It is best to meet when there is nothing urgently wrong, or when you are not acutely ill, or when he/she is not in a rush.

STEP 2 Speak to a clinic manager or social worker at the dialysis or transplant facility. They are the best source to ask questions, get information or offer suggestions. Let them know exactly what the concern is. Be specific and give examples. Give issues enough time to be worked out. Make a good-faith effort to resolve the problem.

STEP 3 If talking to the physician, clinic manager, or social worker did not solve the problem, you can file a grievance with your healthcare provider. A grievance is a written concern or complaint. Make sure that all of the steps outlined in the facility grievance process are followed. A copy of the grievance procedure should be posted in the lobby.

STEP 4 If none of the previous steps worked you can choose to change to another physician. (There may be restrictions such as facility location, insurance coverage or types of services available that can affect your decision to change your physician).

STEP 5 If you feel the problem has not been solved or just don't know what to do, you can call ESRD Network 18. We are available to help you and the physician explore a workable solution. You also have the right to call the Medical Board of California (MBC). The MBC is the state agency responsible for licensing and investigating complaints regarding physicians.

If you would like additional information on grievances, how to file a grievance with the Network, or how to file a complaint with the MBC, contact Network 18 at the information below or visit our website.