

Facility Grievance Policy Guidance

Every ESRD facility is required to have a formal way, a procedure for handling patients' complaints and grievances. Patients must be allowed to file their grievances anonymously and in the manner in which they feel most comfortable. The procedure must ensure that patients can file a grievance without having to worry that speaking up could cause them problems, interference, discrimination, or retaliation.

Tips for Creating an Anonymous Grievance Process

- Ask patients what would make them feel protected.
- Provide a discrete drop box for anonymous concerns that is regularly checked, have forms available for patients convenience.
- Publicize the anonymous option, how to take advantage of it, and post where patients can easily view.
- Provide patients with the Midwest Kidney Network toll-free number **1-800-973-3773**



Refer to the ESRD Conditions for Coverage

V467

Standard: Patient Rights

- Be informed of his or her right to file internal grievances or external grievances or both without reprisal or denial of services.
- Be informed that he or she may file internal or external grievances, personally, **anonymously** or through a representative of the patient's choosing; and
- Be informed of external grievance mechanisms and processes, including how to contact the ESRD Network and the State Survey Agency.

V765

Standard: Internal grievance process

The facility's internal grievance process must be implemented so that the patient may file an oral or written grievance with the facility without reprisal or denial of services. The grievance process must include:

- A clearly explained procedure for the submission of grievances.
- Timeframes for reviewing the grievance.
- A description of how the patient, or the patient-designated representative, will be informed of steps taken to resolve the grievance.