

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

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