



Do You Have a Concern, Complaint or Grievance?

You are encouraged to first contact a member of your dialysis health treatment team if you have a concern or complaint regarding your care or facility conditions. You may contact the Network or Department of Public Health with a complaint or grievance if you believe that your problem was not handled well by the facility. The Network can help solve problems by working with you and the facility staff. You will always have the choice to remain anonymous. The Network will contact the facility to collect, verify and clarify information about the nature of the problem.

The mission of the Network of New England is to facilitate the improvement of health care and quality of life for individuals who have chronic renal insufficiency and those treated with dialysis or transplantation.



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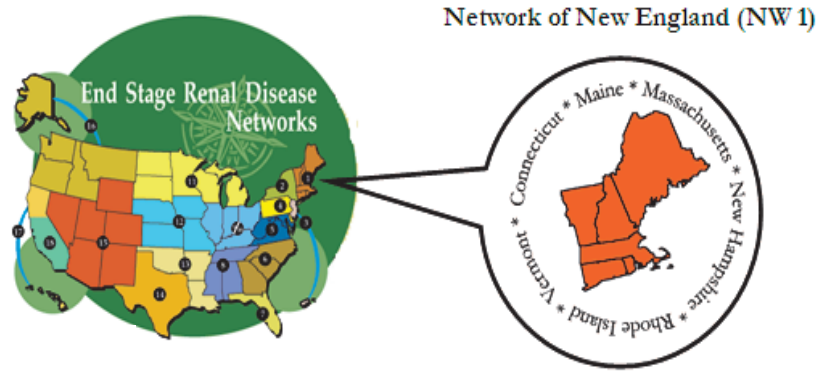
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Need a Hand With Your Questions and Concerns About Renal Disease?

The Network Of New England Is Here To Help You



What is the ESRD Network of New England?



How the Network Can Serve You

- Advocate for You
- Evaluate and Resolve grievances and complaints
- Answer your questions
- Develops and Provides Educational Material for You and Your Family
- Distributes a Patient Newsletter *Kidney Chronicles*
- Provides information on the Patient Services & Community section of the Network website to keep you updated:

www.networkofnewengland.com

The End Stage Renal Disease (ESRD) Network of New England is one of 18 Network Organizations throughout the country. Networks provide services administered through the Centers for Medicare & Medicaid Services (CMS). Networks are an effective bridge between the federal government, ESRD providers and professionals, and the patients they serve. The ESRD Network of New England serves a patient population of approximately 20,000 patients and covers the dialysis and transplant facilities in the six states of New England. The Network is governed by a Board of Directors (BOD), which includes patients, dialysis and transplant professionals. All members volunteer their time. The Network is composed of key committees, two being the Medical Review Board (MRB) and the Patient Advisory Committee (PAC). The Network PAC, which is a patient group, helps the Network administrative staff develop material and stay patient centered. The MRB is primarily responsible for monitoring, evaluating, identifying and reviewing professional performance and patient outcomes, patterns of care and recommending actions indicated for improvements in the ESRD care of patients. The MRB is made up of volunteer patients, dialysis and transplant professionals. These individuals help to ensure, through the application of health care review, that the care provided to ESRD patients within the Network 1 area is maintained at an optimal achievable level of quality and safety. Contact the Network office for more information.

Contact Us Today!

