



NORTHWEST RENAL NETWORK

Serving Network 16

We Can Help Navigate Your Journey with Kidney Disease

This packet is sent to you by Northwest Renal Network, a non-profit funded by contract with the Centers for Medicare & Medicaid Services (CMS). Our mission is to promote optimal dialysis and transplant care for kidney patients in Alaska, Idaho, Montana, Oregon and Washington. We do this by:

- Giving you information on kidney failure (often called End-Stage Renal Disease or ESRD), patient care, treatment options, and services;
- Helping you with concerns and complaints;
- Working with providers to improve quality of care; and
- Collecting data for CMS.

One of our most important tasks is to help with concerns about care received at Medicare-certified dialysis facilities. If you have issues that were not solved by talking to staff at your facility, please contact us at **800-262-1514**.

What will we do if you contact us with a concern?

You decide what you need from us:

- *A private talk* – you just want to talk with someone about your concerns.
- *A talk with you and your facility* – you want us to help you and the facility find a way to resolve your concerns.
- *A grievance* – you want to file a complaint and have us look into it.
- *Information on who to contact* – you have a concern about your insurance, doctor, etc. We will refer you to the best agency to help you.

Both Northwest Renal Network and State Survey Agencies look into complaints and monitor care in your dialysis facility to be sure that it meets Medicare standards. A list of our region's State Survey Agencies and their contact numbers are on the other side of this letter. Also on the back of this letter is a list of topics in the Network's library.

Please call us if you need help or more information. If you use the internet, you may also visit our website at www.nwrenalnetwork.org.

Sincerely,

Stephanie Hutchinson, MBA
Executive Director

Lisa Hall, MSSW, LICSW
Patient Services Director

As always, the Network is here to help with any concerns about care received. To file a grievance please contact Northwest Renal Network using our contact information below:

STATE SURVEY AGENCY CONTACTS

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| Alaska | Division of Public Health Certification and Licensing 619 East Ship Creek #232 Anchorage, Alaska 99501 | Hotline (907) 563-0037 in Anchorage (888) 387-9387 outside Anchorage Phone (907) 334-2483 Fax (907) 561-3011 http://www.hss.state.ak.us/dph/CL/contact.htm#hflc |
| Idaho | Bureau of Facility Standards, Div. of Medicaid Idaho Department of Health and Welfare PO Box 83720 Boise, Idaho 83720-0036 | Phone (208) 334-6626 Fax (208) 364-1888 http://www.facilitystandards.idaho.gov |
| Montana | Quality Assurance Division Montana Dept. of Health and Human Services PO Box 202953 Helena, Montana 59620-2953 | Hotline 1-800-762-4618 Phone (406) 444-2099 Fax (406) 444-1742 http://www.dphhs.mt.gov/qad/complaintprocedure/ |
| Oregon | DHS Healthcare Licensure and Certification PO Box 14450 Portland, Oregon 97293-0450 | Phone (971) 673-0540 Fax (971) 673-0556 http://www.oregon.gov/DHS/ph/hclcl/ |
| Washington | Washington State Department of Health Health Systems Quality Assurance Complaint Intake PO Box 47857 Olympia, Washington 98504-7857 | Hotline (800) 633-6828 Phone (360) 236-2620 Fax (360) 236-4818 http://www.doh.wa.gov/hsqa/fsl/CompHome.htm |

NETWORK INFORMATION AND EDUCATIONAL RESOURCES – LIST OF KEY TOPIC AREAS

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| <ul style="list-style-type: none"> ▪ Adequacy ▪ Anemia ▪ Emergencies ▪ End of Life Issues ▪ Financial | <ul style="list-style-type: none"> ▪ Immunizations ▪ Infection Control ▪ Lifestyle ▪ Nutrition ▪ Patient Rights | <ul style="list-style-type: none"> ▪ Quality Incentive Program ▪ Self-Care ▪ Travel ▪ Treatment Options ▪ Vascular Access |
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This list provides a brief example of the type of information available to patients at the Network. For information and educational resources on these topics or others, contact the Network at 1.800.262.1514 or visit our website <http://www.nwrenalnetwork.org>.

As always, the Network is here to help with any concerns about care received. To file a grievance please contact Northwest Renal Network using our contact information below:

Patient Toll-Free Number for Northwest Renal Network: 1.800.262.1514
4702 42nd Ave SW • Seattle, WA 98116 • Tel (206) 923-0714 • Fax (206) 923-0716

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