

Grievance Policy

If you have concerns about a situation, event, or condition involving the End Stage Renal Disease (ESRD) care team or services provided, we welcome you to contact the Pediatric Dialysis Nursing Supervisor, Medical Director, or Social Worker. The grievance or concern will be discussed with all involved to resolve the situation as quickly and professionally as possible.

A grievance can be filed by a patient or their representative without restraint or interference and without fear of discrimination or retaliation.

A patient or family may also voice their concerns about any aspect of care while at Michigan Medicine to Patient Relations by calling (734)936-4330. They are open Monday through Friday during regular business hours or you may have the House Manager paged to report afterhours concerns.

If at any time you feel a grievance has not been adequately addressed at the facility level or you choose not to use the facility grievance process, you may file a grievance with the Renal Network. All grievances and deliberations are confidential. The Renal Network may:

- Act as a facilitator or coordinator
- Directly investigate the grievance
- Refer the concern to a more appropriate agency

Responding to individuals with ESRD who have concerns regarding quality of care, access to ESRD services, and rehabilitation is a high priority for the Renal Networks. The patient will be notified in writing of the outcome.

If you think you may have a grievance or want to have a confidential discussion about a situation, event, or condition involving your ESRD care, you may

contact the Renal Network:

Renal Network of the Upper Midwest Inc

1360 Energy Park Drive, Suite 200

Saint Paul, Minnesota 55108

Phone: (800) 973-3773

Fax: (651) 644-9853

Email: info@nw11.esrd.net

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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