

Patient Grievances about Dialysis

Age Requirements

No Age Requirement

Available 24/7

No

Family

No

Intake Process

Call for Information. Email is not secure and discouraged.

Quality Insights, Renal Network 5

<http://www.esrdnet5.org>

<https://www.qirn5.org/Patients-Families/Grievances.aspx>

https://www.facebook.com/Kidney-Patients-of-the-Mid-Atlantic-Region-KP_MAR-1681...

<https://twitter.com/ESRDNetwork5>

Main

(804) 320-0004

Toll-Free

(866) 651-6272

300 Arboretum Place

Suite 310

23236 VA

United States

Fee Structure

No Fee

Languages Spoken

English

Quality Insights, Renal Network 5 (the Network) formerly Mid-Atlantic Renal Coalition, is an End-Stage Renal Disease (ESRD) Network. The Network is required, by law, to investigate grievances that patients have about their dialysis or transplant facility. ESRD Networks help dialysis and transplant facilities improve the quality of care at the dialysis units and transplant facilities.

Complaints may be made by phone, fax or mail. Email is not a safe option and is discouraged.

If the complaint cannot be resolved by talking to a social worker, director of nursing or administrator first, call the office at 1-866-651-6272 so they can intervene with the dialysis facility to find a resolution. If this step is not successful, a formal written grievance may be filed.

The Network services Virginia, Maryland, District of Columbia and West Virginia.

Service Area(s)

Statewide

Email

qirn5@nw5.esrd.net