

ACT 2 RESOLVE.



Steps to Successful Communication

If you have a concern about your dialysis facility, it's important to speak with an appropriate staff member.

Here are some tips to help you communicate your concerns and get results.

STAY CALM

Showing anger can often make a situation worse.

CONSIDER ALL VIEWPOINTS

Try to see the situation from the other person's perspective.

LISTEN CAREFULLY

Truly effective communication requires that each person listen when the other is speaking.

AIM FOR COMPROMISE

Healthy communication involves finding a resolution that both sides can be happy with.

KEEP FOCUSED

Stay focused on the present situation; try not to bring up old issues that could take attention away from the concern you now have.

Most problems can be addressed with positive communication. But if you continue to have a concern, ask to speak to your social worker.

FACILITY GRIEVANCE PROCESS

All ESRD treatment facilities have a grievance process. Be aware of your facility's grievance process as a way to resolve issues.

DIALYSIS PATIENT GRIEVANCE TOOLKIT

This toolkit will help you to better understand how to effectively communicate your concerns. It includes a grievance preparation worksheet, along with the following information:

- The definition of a grievance
- Patient rights and responsibilities
- What do you do if you have a concern or grievance
- How the Network can help you

NETWORK GRIEVANCE PROCESS

Staff at IPRO ESRD Network of the South Atlantic are available to answer any of your questions or to file a grievance on your behalf. To file a grievance, please contact us:

IPRO End-Stage Renal Disease Network of the South Atlantic

909 Aviation Parkway, Suite 300, Morrisville, NC 27560

Main: (919) 463-4500 • Patient Toll-Free: (800) 524-7139 • Fax: (919) 388-9637

E-mail: info@nw6.esrd.net • Web: esrd.ipro.org



End-Stage Renal Disease
Network of the South Atlantic

Developed by IPRO ESRD Network of the South Atlantic while under contract with Centers for Medicare & Medicaid Services. Contract HHS-500-2016-00006C