



Northwest Renal Network

Helping Navigate Kidney Disease

Patient Bulletin



Our mission is to promote optimal dialysis and transplant care for kidney patients in Alaska, Idaho, Montana, Oregon and Washington

We Can Help With:

Care concerns

Patient rights

Transplant

Treatment options

Travel and dialysis

Questions about employment

Access to our library of resources

JUST WHAT DOES A NETWORK DO?



We do many things to promote optimal dialysis and transplant care-

- Provide information on kidney failure (often called end-stage renal disease or ESRD), patient care, treatment options and services
- Help with patient concerns and complaints
- Work with dialysis providers to improve quality of care
- Collect data for CMS (Centers for Medicare and Medicaid)

One of our most important tasks is to help patients with any concerns about care received at Medicare-certified facilities. If you have any issues at your facility that were not solved by talking to staff at your facility, please contact us at our toll-free number listed below.



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 concern.
- **A formal grievance**- you want to file a formal complaint and have us look at 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.

Please call or visit us at our website when you're on the internet.

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