

Your participation and the support of your family and friends are very important in dealing with kidney disease. We encourage you to read and share the enclosed information with your family and friends.

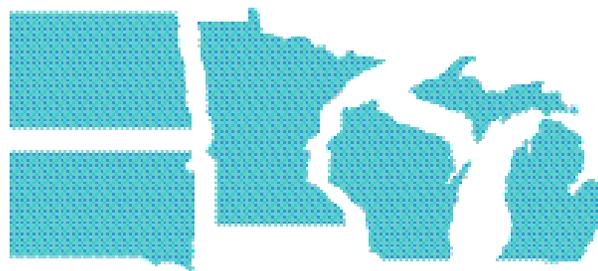
Here are some tips for staying engaged in your care.

- Talk to a member of your care team if you do not understand information about your care and treatment.
- Learn all you can about your kidney disease, treatment options including home dialysis and kidney transplant.
- Know your rights and responsibilities as a kidney patient.
- Know what actions you need to take in emergency situations.
- Provide a complete and accurate medical history to your care team.
- Tell a member of your care team if there is a sudden change in your condition.
- Obtain and take the medications prescribed for you.
- Follow your diet or ask for further instructions if you do not understand, or are unable to follow your diet.
- Make every effort to arrive for your scheduled dialysis treatments on time and inform the dialysis unit if you are unable to do so.

## Learn More About Us

We are a nonprofit organization founded to improve care for patients with end stage renal disease (ESRD). We are one of 18 ESRD Networks established by Medicare.

We monitor the quality of care provided to kidney patients in our 5-state region: Michigan, Minnesota, North Dakota, South Dakota, and Wisconsin.



## Midwest Kidney Network

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We are here to help people with kidney disease. Learn how we can help you.

## How We Help Patients

Your dialysis unit or kidney transplant center is required to have a grievance process. What if this process is not working for you?

Midwest Kidney Network also provides you with a complaint and grievance process.

Through this process, you can voice concerns about the care you receive to an objective third party.



If you have a concern about the quality of your care or access to services, we care. We want to know.

Call us at 1-800-973-3773.

We encourage you to reach out and learn more about us. See our additional contact information on the back page of this brochure.

## What is a Grievance?

A grievance can be filed by a patient, or a patient representative. This may be done through a phone call, mail, email, or fax.

The following are examples of grievances.

- You feel that your care team is unresponsive to your concerns.
- You are worried about your safety when getting treatment.
- You do not feel that you are being treated fairly.
- You are not receiving equal treatment because of age, sex, race, religion, or ethnic origin.
- Your privacy or confidentiality has been violated.

If you want to discuss a situation, event, or condition involving your care, we encourage you to contact us. Any discussion you have with us remains confidential



## How Can I Help Other Patients?

People with kidney disease are key partners in all of our work to improve care.

Our Consumer Committee is made up of dialysis and kidney transplant patients from our five-state area. Designated members also serve on the Medical Review Committee and Board of Directors.

Another way patients work with us is through our Learning and Action Network EPIC (Engaging Patients to Improve Care).



The following are a just a few of the topics that these groups work to address.

- Engaging patients in their care.
- Providing patient perspectives on different treatment options.
- Participating in activities to support and encourage other patients.
- Serving as subject matter experts on regional and national projects.