



NORTHWEST RENAL NETWORK

— Serving Network Area #16 —

Welcome to our Network!

Northwest Renal Network is a non-profit organization funded by a federal contract with the Centers for Medicare and Medicaid Services (CMS). Our mission is to promote optimal dialysis and transplant care for kidney patients in Alaska, Idaho, Montana, Oregon and Washington. In support of this mission, our services include working with treatment providers to improve quality of care, providing educational and community resource information, assisting patients with concerns and complaints, and collecting data for CMS.

One of our most important responsibilities is to respond to patients' concerns about their medical care at Medicare-certified facilities. We encourage you to be familiar with your own facility's grievance (complaint) procedure. If you feel that you cannot resolve your concerns directly with the staff at your facility, please contact the Network at the toll free number below and ask to speak with the Patient Services Coordinator.

What will we do if you contact us with a concern?

You decide what you need from us. You may request any of the following:

- *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 more formal complaint and have us look into it.
- *Information on who to contact* – you have a concern about your insurance, doctor, hospital, etc. We will refer you to the best agency to address your concern.

Both Northwest Renal Network and State Survey Agencies monitor the quality of care provided to patients and investigate complaints. We have provided a list of the State Survey Agencies in our region and their contact numbers on the other side of this letter.

In addition to responding to concerns, the Network maintains a library of resources and information for kidney patients. For a brief list of topics, please see the other side of this letter.

We hope that you will contact us if you need assistance or would like additional information. If you have access to the Internet, you may also visit us at our website: www.nwrenalnetwork.org.

Sincerely,

Martha Hanthorn, MSW, LCSW
Executive Director

Patient Toll-Free Number for Northwest Renal Network: 1.800.262.1514

STATE SURVEY AGENCY CONTACTS

Alaska	Division of Public Health Certification and Licensing 619 East Ship Creek #232 Anchorage, Alaska 99501	Hotline (907) 563-0037 in Anchorage (888) 387-9387 outside Anchorage Phone (907) 334-2483 Fax (907) 561-3011 http://www.hss.state.ak.us/dph/CL/contact.htm#hflc
Idaho	Bureau of Facility Standards, Div. of Medicaid Idaho Department of Health and Welfare PO Box 83720 Boise, Idaho 83720-0036	Phone (208) 334-6626 Fax (208) 364-1888 http://www.facilitystandards.idaho.gov
Montana	Quality Assurance Division Montana Dept. of Health and Human Services PO Box 202953 Helena, Montana 59620-2953	Hotline 1-800-762-4618 Phone (406) 444-2099 Fax (406) 444-1742 http://www.dphhs.mt.gov/qad/complaintprocedure/
Oregon	DHS Healthcare Licensure and Certification PO Box 14450 Portland, Oregon 97293-0450	Phone (971) 673-0540 Fax (971) 673-0556 http://www.oregon.gov/DHS/ph/hclc/
Washington	Washington State Department of Health Health Systems Quality Assurance Complaint Intake PO Box 47857 Olympia, Washington 98504-7857	Hotline (800) 633-6828 Phone (360) 236-2620 Fax (360) 236-4818 http://www.doh.wa.gov/hsqa/fsl/CompHome.htm

NETWORK INFORMATION AND EDUCATIONAL RESOURCES – LIST OF TOPIC AREAS

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| <ul style="list-style-type: none"> ▪ Home Hemodialysis Dialysis ▪ Transplant ▪ Peritoneal Dialysis ▪ Treatment Providers ▪ Dialysis Facility Compare Website | <ul style="list-style-type: none"> ▪ Rights and Responsibilities ▪ Medicare Part D ▪ Quality of Life ▪ Coping with Dialysis ▪ Vocational Rehabilitation | <ul style="list-style-type: none"> ▪ Traveling on Dialysis ▪ Fistula First ▪ Buttonhole Needle Technique ▪ Immunizations ▪ New Developments and Technologies |
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This list provides a brief example of the type of information available to patients at the Network. For information and educational resources on these topics or others, contact the Network at 1.800.262.1514 or visit our website <http://www.nwrenalnetwork.org>.