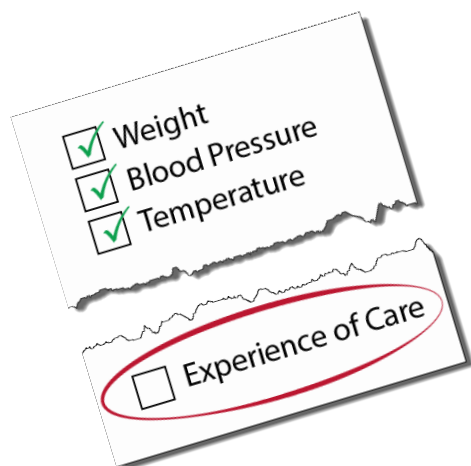


Patient Vital Signs—Something’s Missing!



When someone mentions “vital signs,” what comes to mind?

Weight? Blood pressure? Temperature? Those are the common measures taken during medical visits; and while they are important indicators of your physical health, they don’t tell everything about you.

There is one vital sign that doesn’t always get measured, your

Experience of Care.

We want to change that.

We want you to feel safe in expressing how you feel your treatments are going for you, *especially* if you are not happy. We want you to know that you can file a grievance about your care without fear.

You are the most important member of your care team; your opinion counts. Being able to talk with staff about your experiences, views, and frustrations is part of making your clinic a place you want to go. And your dialysis staff, including the clinic manager and facility administrator, want to make your center a great place for you to get treatment.

Sharing how you feel is not necessarily complaining. Staff can’t work to fix what they don’t know is wrong—It also helps for them to hear what is going well for you! Remember that there will always be some things that pose challenges but cannot be changed; issues regarding scheduling, environment, and rules can be tough. But the goal is to get everyone working together; talking, listening, making changes that are possible, and giving good explanations when things cannot be different.

So make sure **all of your vitals** are taken when you’re at treatment. Make sure you share your

Experience of Care!

To file a grievance, please contact HSAG: ESRD Network 15 at 800.783.8818 or info@nw15.esrd.net,
3025 South Parker Road, Suite 820, Aurora, CO 80014, www.hsag.com.