



Quality  
Insights  
Renal Network 3



QIRN 3 provides technical assistance in the resolution of patient, provider, and/or facility complaints and grievances by providing education, facilitating solutions, and/or making referrals.

**Concerns may be communicated to QIRN 3  
by phone or fax**

Patients and loved ones call Patient Services (888) 877-8400  
Providers call Patient Services (609) 609-0310  
Fax: (609) 490-0835

**PII (Personal Identifiable Information)**, which includes patient name, date of birth and Social Security number, **IS NOT** permitted on any email communication per CMS regulations

**ADDRESSING CONFLICT SITUATIONS**

- C**REATE A CALM ENVIRONMENT: Find a quiet and private place to discuss your concerns.
- O**PEN YOURSELF TO UNDERSTANDING OTHERS: Understand the person's point of view.
- N**EEED A NON-JUDGEMENTAL APPROACH: Need to be able to discuss your concern in a reasonable manner.
- F**OCUS ON THE ISSUE: Talk about the issue first and then discuss other concerns.
- L**OOK FOR SOLUTIONS: Think about some ideas on how to solve the problem.
- I**MPLEMENT AGREEMENT: Make changes as discussed.
- C**ONTINUE TO COMMUNICATE: Check back to see if suggestions were implemented and what changes have been made.
- T**AKE ANOTHER LOOK: Think about what might have caused the problem or how it could have been handled differently.