

# ESRD NETWORK 13

# Concerns or Questions

## *about your care?*

## HAVE A CONCERN REGARDING YOUR TREATMENT?

- You and your family have options! Help is available.
- Request assistance from or discuss your concern with a member of the dialysis facility staff (social worker, head nurse, doctor or administrator).
- Read your facility's patient rights and responsibilities agreement.
- Request and review the facility complaint process.
- Work with your care team to resolve the concerns at the facility.
- Request a copy of the Network 13 Grievance Policy to review.

## IF YOU STILL HAVE A CONCERN:

- Contact the Network 13 Patient Toll-Free Number.
- Speak with the person in charge of Patient Services.
- Review options for addressing your concerns/complaints/grievances.
- Work with the Network to address and resolve concerns.

## WHAT IS ESRD NETWORK 13?

Network 13 is a non-profit organization under contract with the Centers for Medicare & Medicaid Services (CMS) to:

- Help resolve patient complaints and grievances.
- Provide information about kidney disease to patients and families in Arkansas, Louisiana and Oklahoma.
- Provide education and leadership to renal professionals.

Call ESRD Network 13  
toll-free at:  
1.800.472.8664

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