

Do you have concerns about your kidney care?

As a patient, you have the right to share your concerns with your health care team.

You have several options:

- 1 Check with your facility about their policy for addressing patient concerns and complaints.
- 2 File your grievance with **ESRD Network 18**. You are not required to file at your facility first.

We can:

- Conduct a Quality of Care review (60 day process)
- Provide immediate advocacy (1-7 day process), or
- Offer a referral to an agency that may better meet your needs.

To file a grievance, please contact Network 18 toll-free at:

1.800.637.4767

www.ESRDNetwork18.org

- 3 You also have the option to contact your local state survey agency to file a complaint. For more information, please call 1.800.236.9747.