



DO YOU HAVE CONCERNS ABOUT YOUR CARE OR THE CARE OF A FAMILY MEMBER?

ESRD Network 18 acts as an investigator, facilitator, referral agent, and educator in the attempt to help you find a solution to your concern. We encourage you to take an active role in your concern by taking the following steps first:

- Carefully review the facility's Patient Rights and Responsibilities statement
- Make attempts to resolve the concern at the facility level by speaking with the staff
- Follow your facility's complaint/grievance procedure

If you are not satisfied with the facility procedure or do not wish to use it, you have the right to contact ESRD Network 18 or the California Department of Health Services for assistance. Both organizations monitor care provided in dialysis facilities to be sure it meets Medicare standards.

Southern California Renal Disease Council, Inc. 6255 Sunset Boulevard, Suite 2211
ESRD Network 18 Los Angeles, CA 90028
 Toll Free Phone: (800) 637-4767

Department of Health Services Offices

County	Office
Los Angeles	Los Angeles County DHS Division of Health Facilities 5555 Ferguson Drive, 3 rd Floor, # 320 City of Commerce, CA 90022 Toll Free Phone: (800) 228-1019
Inyo, Kern, Kings, Riverside, San Bernardino, Tulare	San Bernardino DHS District Office 464 W. Fourth Street, Suite 529 San Bernardino, CA 92401 Toll Free Phone: (800) 344-2896
Imperial, Orange, San Diego, San Luis Obispo, Santa Barbara, Ventura	-North 7575 Metropolitan Drive, Suite 104 San Diego, CA 92108 Toll Free Phone: (800) 824-0613

Mission Statement

To provide leadership and assistance to renal dialysis and transplant facilities in a manner that supports continuous improvement in patient care, outcomes, safety and satisfaction.

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