



# Contact ESRD Network 18

## Toll Free (800) 637-4767

### Do You Have Questions or Concerns About Your Care or The Care of A Family Member?

**Network 18 may assist you or a family member:**

- **To file a complaint or grievance regarding quality of care, or issues you may be experiencing at your facility.**
- **To receive general information or educational materials on ESRD.**
- **To receive various community and national resources available to ESRD patients.**

*If you are dissatisfied with how your complaint/grievance has been processed by your facility, you may contact Network 18 or your local California Department of Health Services for further assistance.*

#### Department of Health Services Offices

##### **Bakersfield District Office**

Toll Free: (866) 222-1903

*Counties Covered: Kern, Tulare (Except Visalia)*

##### **Fresno District Office**

Toll Free: (800) 554-0351

*Counties Covered: Fresno, Kings, Madera, Mariposa, Merced, Visalia, Stanislaus (from Sacramento DO)*

##### **Los Angeles District Office**

Toll Free: (800) 228-1019

*Counties Covered: Los Angeles*

##### **Orange District Office**

Toll Free: (800) 228-5234

*Counties Covered: Orange*

##### **Riverside District Office**

Toll Free: (888) 354-9203

*Counties Covered: Riverside*

##### **San Bernardino District Office**

Toll Free: (800) 334-2896

*Counties Covered: Inyo, Mono, San Bernardino*

##### **San Diego North District Office**

Toll Free: (800) 824-0613

*Counties Covered: (Parts of) Imperial, San Diego North County*

##### **San Diego South District Office**

Toll Free: (800) 766-0759

*Counties Covered: Imperial, San Diego (cities south of Interstate 8)*

##### **Ventura District Office**

Toll Free: (800) 824-0613

*Counties Covered: Santa Barbara, San Luis Obispo, Ventura*

#### **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.*