



# Concerns or Questions About Your Care?

***You and your family have options! Help is available.***

## **HAVE A CONCERN REGARDING YOUR TREATMENT?**

- ✓ Review your facility's patient rights and responsibilities agreement and grievance process.
- ✓ Discuss your concern with the facility social worker, head nurse, administrator, or your physician.
- ✓ Such discussions with your caregivers may resolve your concerns.

## **IF YOU STILL HAVE A CONCERN OR GRIEVANCE:**

- ✓ Contact the Network's Patient Toll-Free Number listed below.
- ✓ Review options for addressing your concerns or grievances.
- ✓ Work with the Network to address and resolve concerns.
- ✓ You have the right to file a grievance with the Network as the first step.
- ✓ You can report a concern to the Network without using your name.
- ✓ You have the right to express your concerns without fear of discrimination or retaliation.

**WHAT IS A GRIEVANCE?** A grievance is any concern about treatment in a dialysis or transplant facility.

### **WHO IS THE ESRD NETWORK?**

The HSAG ESRD Network is an 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.
- Provide quality improvement services to dialysis facilities.
- Provide education and technical assistance to renal professionals.

If your dialysis facility is located in Southern California, you can reach HSAG: ESRD Network 18 at:

**T: 800.637.4767 | E: [NW18info@hsag.com](mailto:NW18info@hsag.com)**

3133 East Camelback Road, Suite 140, Phoenix, AZ 85016-4545 | [www.hsag.com](http://www.hsag.com)

You can also file a grievance with the State Survey Agency (SA) in your state. The SA performs on-site investigations of grievances. You can reach them at:

**California Department of Health**

**1.800.236.9747 | <https://www.cdph.ca.gov/programs/LnC/Pages/LnCContact.aspx>**