



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 7 Patient Toll-Free Number at 1.800.826.3773.
- ✓ 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 reprisal.

WHO IS NETWORK 7?

Network 7 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 in Florida.
- Provide quality improvement services to Florida dialysis facilities.
- Provide education and technical assistance to renal professionals.

WHAT IS A GRIEVANCE?

A grievance is any concern about treatment in a dialysis or transplant facility.

WHO IS THE FLORIDA AGENCY FOR HEALTHCARE ADMINISTRATION (AHCA)?

AHCA performs on-site investigations of grievances, you can contact them at:
2727 Mahan Drive, Tallahassee, FL 32308 • Complaint Line: 1.888.419.3456

Your ESRD Network is:

HSAG: The Florida ESRD Network

3000 Bayport Drive, Suite #300, Tampa, Florida 33607

1.800.826.3773

E-mail: info@nw7.esrd.net | www.hsag.org