



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 in American Samoa, Guam, Hawaii, Northern California, or the Northern Mariana Islands, you can reach HSAG: ESRD Network 17 at:

T: 800.232.3773 | E: NW17info@hsag.com

3133 East Camelback Road, Suite 140, Phoenix, AZ 85016-4545 | www.hsag.com

You can also file a grievance with the State Survey Agency (SA) in your state or territory.

The SA performs on-site investigations of grievances. You can reach them at:

California Department of Health: 800.236.9747

Hawaii Department of Health: 808.692.7420

For American Samoa, Guam, and Northern Mariana Islands:

CMS Region 9 90 7th Street, Suite 5-300, San Francisco, CA 94103-6706 | 415.437.8096