

Safety Is No Joking Matter

*The safety
of patients, families,
friends, and
staff members is
very important to us.*

All comments and actions are taken seriously.

Even if you say something because you're angry or you think it's funny, your comment could be perceived as a threat.

What does this mean?

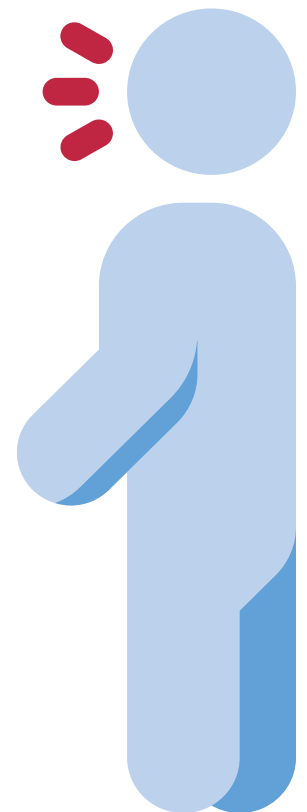
If you threaten to harm others:

- You could be asked to leave the dialysis clinic.
- Law enforcement could be called.
- You could be involuntarily discharged from the dialysis clinic.

Many patients who have been involuntarily discharged have a difficult time finding a new dialysis facility.

If you are angry, **stay calm and talk to your clinic manager or social worker.** You can also call the ESRD Network at **800.232.3773.**

We can work together to resolve any issue.



To file a grievance, contact Network 17 toll-free at **800.232.3773** Monday through Friday, 8 a.m. to 5 p.m., or submit your concern in writing to: ESRD Network 17, 533 Airport Blvd., Suite 400, Burlingame, CA 94010.

Thanks to Network 8 for sharing the resources for this tool.

This material was prepared by HSAG: ESRD Network 17, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CA-ESRD-17A135-02222019-01



ESRD Network 17