Speak Up!

You are part of your health care team

Act
Before Anger

Ask questions about your dialysis treatment. Your health care team can give you more information.

Speak
Directly

Speak directly with your health care team regarding any concerns you may have. You may want to ask for your facility’s grievance policy if the issue is still not resolved.

Contact
The Renal Network

Contact the Renal Network at ANY TIME for information or to file a grievance. You don’t need to file a facility grievance first. We investigate every concern. 1-800-456-6919

The Renal Network is Here for You!

We follow the Centers for Medicare & Medicaid Services (CMS) guidelines.

When you File a Grievance...

You should FEEL SAFE. Contact the Network if you feel intimidated after you voice your grievance

You have the right to be ANONYMOUS

You can file a grievance at ANY TIME

You can also contact your local State Survey Agency for more information or to file a grievance. Illinois Department of Public Health Toll free: 1-800-252-4343

Published under CMS contract HHSM-500-2016-00010C