

Have a problem or a complaint related to your care or treatment?



Take action to resolve your concerns. Consider the following:

■ Speak to your health care team.

Let them know exactly what is not working for you. Discuss possible solutions. Be sure to include everyone affected. Make a good-faith effort to resolve the problem.

■ Still not satisfied with the outcome?

Ask your social worker for a copy of your facility's grievance policy. Take the necessary steps to begin the process.

■ Still have questions?

Ask for a copy of The Renal Network's grievance process. Call (800) 456-6919 or visit our patient Web site, *Kidney Patient News* (www.kidneypatientnews.org) to obtain a grievance packet or for more information. The Network staff also can assist you in resolving your complaints or provide you with additional resources.

The State Department of Health may also be able to help with issues or concerns regarding quality of care.

If you are concerned about your quality of care, it is important to make your complaints or questions known.



*Facilitates the achievement of optimal
wellness of kidney disease patients.*