

# Quality Care Concerns...

## You are a member of your health care team:

- If you have concerns about your treatment or quality of care discuss them with your health care team.
- If you do not believe your concerns were properly addressed, file a complaint or grievance with your facility.



## At any time, you may:

- File a complaint or grievance with The Renal Network, Inc.
- Call The Renal Network at **(800) 456-6919** and ask the Patient Services Department for assistance to resolve your concern.
- Visit <http://www.kidneypatientnews.org>, for more information on the Network grievance process.
- Download online or call to request a copy of the Network Complaint/Grievance Packet.
- File a complaint or grievance with the local State Survey Agency. Ask your social worker for more information.

### REMEMBER:

- You have a right to file complaints and grievances without fear of punishment, retaliation or other negative consequences.
- All complaints and grievances will be reviewed and investigated according to Centers for Medicare/Medicaid Services (CMS) guidelines.
- All information provided is strictly confidential.

