

# As a patient, you are an important part of your health care team.



## Ask Questions!

...About your dialysis treatment. Your health care team can give you more information.

## Speak Directly!

...With your health care team regarding any concerns you may have about your treatment and care.

## File a Complaint!

... With your dialysis center if problems continue. They must make available a complaint procedure for your review.

## If you still have questions or concerns.

- Call your local State Survey Agency for more information or to file a complaint.
- Call The Renal Network at 800.456.6919 and ask staff for help with questions and concerns.

## The Renal Network is here for you!

- When you have concerns about your care, you are free to file a grievance with The Renal Network at any time.
- All grievances are reviewed following the policy and regulations of the Center for Medicare / Medicaid (CMS).
- When you file a grievance, you have the right to ask that your information be kept strictly confidential.