



Concerns or Questions About Your Care?

You and your family have options! Help is available.

HAVE A CONCERN REGARDING YOUR TREATMENT?

- ✓ Review your facility's patient rights and responsibilities agreement and grievance process.
- ✓ Discuss your concern with the facility social worker, head nurse, administrator, or your physician.
- ✓ Such discussions with your caregivers may resolve your concerns.

IF YOU STILL HAVE A CONCERN OR GRIEVANCE:

- ✓ Contact the Network's Patient Toll-Free Number listed below.
- ✓ Review options for addressing your concerns or grievances.
- ✓ Work with the Network to address and resolve concerns.
- ✓ You have the right to file a grievance with the Network as the first step.
- ✓ You can report a concern to the Network without using your name.
- ✓ You have the right to express your concerns without fear of discrimination or retaliation.

WHAT IS A GRIEVANCE? A grievance is any concern about treatment in a dialysis or transplant facility.

WHO IS THE ESRD NETWORK?

The HSAG ESRD Network is an organization under contract with the Centers for Medicare & Medicaid Services (CMS) to:

- Help resolve patient complaints and grievances.
- Provide information about kidney disease to patients and families.
- Provide quality improvement services to dialysis facilities.
- Provide education and technical assistance to renal professionals.

If your dialysis facility is in Arkansas, Louisiana, or Oklahoma, you can reach HSAG ESRD Network 13 at:

T: 800.472.8664 | E: NW13info@hsag.com

3133 East Camelback Road, Suite 140, Phoenix, AZ 85016-4545 | www.hsag.com

You can also file a grievance with the State Survey Agency (SA) in your state. The SA performs on-site investigations of grievances. You can reach them at:

- **Arkansas Department of Public Health: 501.661.2201**
- **Louisiana Department of Health and Hospitals: 225.342.0138**
- **Oklahoma Department of Health: 405.426.8250**