

Concerns or Questions About Your Care?

You and your family have options! Help is available.

WHAT IS A GRIEVANCE?

A grievance is any concern about treatment in a dialysis or transplant facility.

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 17 patient toll-free number at 1.800.232.3773.
- 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 reprisal.

WHO IS NETWORK 17?

Network 17 is an organization under contract with the Centers for Medicare & Medicaid Services (CMS) that works to:

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

YOUR ESRD NETWORK IS:

HSAG ESRD Network 17

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