

Safety Is No Joking Matter

*The safety
of patients, families,
friends, and
staff members is
very important to us.*

All comments and actions are taken seriously.

Even if you say something because you're angry or you think it's funny, your comment could be perceived as a threat.

What does this mean?

If you threaten to harm others:

- You could be asked to leave the dialysis clinic.
- Law enforcement could be called.
- You could be involuntary discharged from the dialysis clinic.

Many patients who have been involuntarily discharged have a difficult time finding a new dialysis facility.

If you are angry, **stay calm and talk to your clinic manager or social worker.** You can also call the ESRD Network at **800.826.3773**.

We can work together to resolve any issue.

To file a grievance, contact your Network:

Network 7: Florida
T: 800.826.3773

Network 13: Arkansas,
Louisiana, Oklahoma
T: 800.472.8664

Network 15: Arizona,
Colorado, Nevada, New
Mexico, Utah, Wyoming
T: 800.783.8818

Network 17: American Samoa,
Guam, Hawaii, Northern California,
Northern Mariana Islands
T: 800.232.3773

Network 18: Southern California
T: 800.637.4767

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