



Speak Up!

You are part of your healthcare team!

Act Before Anger

Ask questions about your dialysis treatment. Your healthcare team can give you more information.

Speak Directly

Speak directly with your healthcare team regarding any concerns you may have. You may want to ask for your facility's grievance policy if the issue is still not resolved.

Contact Us

Contact The Renal Network at ANY TIME for information or to file a grievance. You don't need to file a facility grievance first. We are here to help.

When You File a Grievance

You should always
FEEL SAFE



You have the right to be
ANONYMOUS



You can file a grievance
AT ANY TIME



The Renal Network is Here For You!

We follow the Centers for Medicare & Medicaid Services (CMS) guidelines.

Patient Toll Free Line:
1-800-456-6919



Qsource
ESRD Network 10

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If you follow these steps and feel your grievance is unresolved, you can contact your local State Survey Agency for more information or to file a grievance. Illinois Department of Public Health Toll free: 1-800-252-4343