

# Do You Have a Concern?

## If you have a concern about your care or the care of a family member...



Ask questions about treatment. The healthcare team can give you more information.



Talk to the healthcare team about any concerns you have. You may want to ask for the facility's grievance policy.



Contact us at ANY TIME. You do not have to talk to the clinic first.



You Can File a Grievance  
**AT ANY TIME**



You Have the Right to Be  
**ANONYMOUS**



You Should Always  
**FEEL SAFE**

Network 17 Patient Toll-Free Line  
**800-444-9965**

Qsource ESRD Networks are here to help if you have a complaint (grievance) about the care received at a dialysis or transplant center, or if you have concerns about access to dialysis care.

## When You File a Grievance

- You have the right to be anonymous. We may still be able to help.
- We will listen to your concern and talk with you about what can be done to help.
- With your permission, we may:
  - call the clinic and work with you and clinic staff to help with your concern.
  - review medical records to learn more about the care you or your family member were given.
  - refer your grievance to another agency for further review and recommendations.

If you follow these steps and feel your grievance is unresolved, please contact your local State Survey Agency.

**American Samoa, Guam,  
Mariana Islands:** 415-744-3501  
**Hawaii:** 808-692-7420

**California:** Visit website for phone numbers by district  
<https://tinyurl.com/32rc8hzn>

