



Speak Up!

Do you have a concern about your care or the care of a family member?

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 Have a Concern

- Ask questions about your treatment. Your healthcare team can give you more information.
- Talk to your healthcare team about any concerns you have. You may want to ask for your facility's grievance policy.
- Contact us at ANY TIME. You do not have to talk to the clinic first.

When You File a Grievance

- You have the right to be anonymous. The Network may still be able to help.
- The Network staff will listen to your concern and talk with you about what can be done to help.
- With your permission, the Network may:
 - call the clinic and work with you and clinic staff to help with your concern.
 - review your medical record to learn more about the care you were given.
 - refer your grievance to another agency that has authority over issues like your concern.

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



You Can File a Grievance
AT ANY TIME



You Have the Right to Be
ANONYMOUS



You Should Always
FEEL SAFE

For more information or to file a grievance, please contact ESRD Network 10 at:
911 E. 86th St., Ste. 30 | Indianapolis, IN 46240 | Toll-Free: (800) 456-6919 | esrdnetwork10@qsource.org

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

Illinois
800-252-4343

Iowa
877-686-0027

Kansas
800-842-0078

Missouri
800-392-0210

Nebraska
402-471-0316



esrd.qsource.org