

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



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.

**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. 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 for further review and recommendations.



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



You Have the Right to Be  
**ANONYMOUS**



You Should Always  
**FEEL SAFE**

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

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

**Iowa** 877-686-0027    **Kansas** 800-842-0078    **Missouri** 800-392-0210    **Nebraska** 402-471-0316

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ESRD Networks  
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