



Patient Rights During a Grievance

You have the right:

- to be told how to file a grievance at your facility without punishment, revenge, or being involuntarily discharged from the facility.
- to choose to use your name or to not use your name if you file a grievance.
- to know what steps are being done to look into your facility grievance and which step the facility is in at any time.
- to know how the facility grievance is resolved.
- to be told how to file a grievance with Qsource ESRD Networks without punishment, revenge, or being involuntarily discharged from the facility.
- to be told how to file a grievance with your state survey agency without punishment, revenge, or being involuntarily discharged from the facility.

For more information or to file a grievance, please contact:

ESRD Network 10 (IL)
911 E. 86th St., Suite 202
Indianapolis, IN 46240
Toll Free Patient Line (800) 456-6919
ESRDNetwork10@qsource.org

ESRD Network 12 (IA, KS, MO, NE)
920 Main, Suite 801
Kansas City, MO 64105
Toll Free Patient Line (800) 444-9965
ESRDNetwork12@qsource.org