

Patient Rights During a Grievance

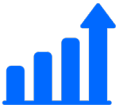
As a patient, you have the right:



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 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:

Qsource ESRD Networks

3725 Champion Hills Drive, Ste. 3100
Memphis, TN 38125

ESRD Network 10: Toll-Free: 800-456-6919

ESRD Network 12: Toll-Free: 800-444-9965



esrd.qsource.org