SPEAK UP! You are part of your healthcare team!



YOU, your family members and care partners, and the facility staff are a TEAM. You make decisions about your health and address your concerns TOGETHER! If you have a problem in your unit, here are some steps you may take:

- 1. Speak with your social worker, head nurse, administrator, or doctor to discuss the problem.
- 2. Follow the steps of your facility's grievance process if the problem is not solved.

The ESRD Network is Here for You!

You should **FEEL SAFE** when you file a grievance.

When you file a grievance, you have the right to be **ANONYMOUS**.

You can file a grievance at **ANY TIME**.

If the problem continues, or if you prefer to speak with an outside agency first, you should contact:

Your ESRD Network			Your State Agency	
877-936-9260 Network 8, Inc. P.O. Box 105337 Atlanta, GA 30348 ESRD Network 8	SCAN ME	OR	800-227-7308 State of Tennessee Office of Healthcare Facilities Complaint Intake Unit 665 Mainstream Drive, 2nd Floor Nashville, TN 37243 <u>TN Healthcare Facilities</u>	SCAN ME

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