

# 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**.

The Centers for Medicare & Medicaid Services defines a grievance as a formal or informal written or verbal complaint that is made to any member of the dialysis or transplant center staff by a patient, or the patient's representative, regarding the patient's care or treatment.

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

### Your ESRD Network

**877-886-4435**

ESRD Network of Texas, Inc.  
P.O. Box 105337  
Atlanta, GA 30348

[ESRD Network of Texas](#)



SCAN ME

OR

### Your State Agency

**888-973-0022**

Texas Health and  
Human Service Commission  
Patient Quality Care Unit  
1100 W. 49th Street  
Austin, Texas 78756  
[DSHS.State.Texas](#)



SCAN ME

This material was prepared by Alliant Health Solutions, an End Stage Renal Disease (ESRD) Network under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Contract No. NW 14: 75FCMC19D0005-75FCMC21F0002

 **ALLIANT**  
HEALTH SOLUTIONS

 **ALLIANT**  
ESRD NETWORK 14