

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 **ANYTIME**.

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 13
P.O. Box 105337
Atlanta, GA 30348

<https://quality.allianthealth.org/esrd/esrd-network-13/>



SCAN ME

OR

Your State Agency

800-223-0340

Arkansas Department of Health
5800 West Tenth, Suite 400
Little Rock, AR 72204

https://bit.ly/ARDH_Complaints



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