

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**.

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

Your ESRD Network

877-936-9260

ESRD Network 8
P.O. Box 105337
Atlanta, GA 30348

<https://quality.allianthealth.org/esrd/esrd-network-8/>



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OR

Your State Agency

800-227-7308

Health Facilities Licensure
Mississippi State Department of
Health
P.O. Box 1700
Jackson, MS 39215

https://bit.ly/MSHD_Complaints



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