

# 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/>



SCAN ME

OR

### Your State Agency

**877-287-0010**

State of Tennessee  
Office of Healthcare Facilities:  
Complaint Intake Unit  
665 Mainstream Dr., 2nd floor  
Nashville, TN 37243

[https://bit.ly/TNDH\\_Complaints](https://bit.ly/TNDH_Complaints)



SCAN ME