

# 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 14  
P.O. Box 105337  
Atlanta, GA 30348

<https://quality.allianthealth.org/esrd/esrd-network-14/>



SCAN ME

OR

### Your State Agency

**800-458-9858**

Texas Health and Human Services  
Commission Complaint and Incident  
Intake-Dialysis/ESRD  
Unit 1100 W. 49th Street  
Austin, Texas 78756

[https://bit.ly/TXHHS\\_Complaint](https://bit.ly/TXHHS_Complaint)



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