



Do You Know the Grievance Process?

You have the right to make your concerns known. If you are dissatisfied with the care or treatment you receive, you have the right to tell someone and receive a response. Every facility has a grievance process in place. Ask your manager or social worker about the process in your facility.

Here are a few tips:

- First, try talking to your nurse, doctor, or social worker about the problem.
- It can take time to find a good solution. Give them a chance to resolve the problem.
- Be involved, follow up, and ask questions.
- If you feel that the problem is not being addressed, you can talk to upper management.
- If you feel the issue still is not being addressed, contact your facility's corporate office. Most facilities have these contact numbers posted in the lobby.
- If you feel you need extra help with your concern, you may contact Network 8 at 1-877-936-9260 and file a grievance.
- You also have the right to contact your local State Survey Agency.
 - ◇ Alabama: 1-800-356-9596
 - ◇ Mississippi: 1-800-227-7308
 - ◇ Tennessee: 1-877-287-0010



Things to know:

- Your healthcare team meets every month (the nurse, social worker, dietician, medical director, regional manager, technical, and others may attend at times).
- They discuss the concerns that have been brought to them in this meeting.
- Your facility may have a patient representative whom you can talk to about your concern.
- The Dialysis Patient Grievance Toolkit is available online for free at <http://esrdnetworks.org/resources/toolkits/patient-toolkits>. It is a complete guide to understanding the grievance process.



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