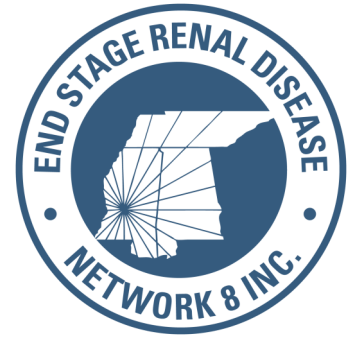


Who is Network 8?



We are the agency under contract with Medicare that works to improve the health and well-being of people with kidney failure.

What the Network Does

- Helps patients learn about kidney failure and treatment options
- Helps dialysis facilities reduce infections and improve quality of care
- Helps patients find back-up facilities during disasters
- Helps patients who have grievances or concerns

How We Involve Patients

Patients serve on boards and other committees. Locally, patients may serve as Patient Representatives. Patients identify education needs for staff and patients and help develop projects for dialysis facilities to improve patient care.

How We Can Help with a Grievance

A grievance is a written or spoken complaint about the care or services provided from a dialysis facility. The complaint may be made to a facility staff member, the Network, or the State Survey Agency without fear of the staff becoming upset or denying you services. The complaint may be anonymous (not providing your name to the Network) or confidential (providing your name to the Network, but not the facility).

All facilities have a grievance policy, and if you have a problem at your facility, that was not solved by talking with the staff, or if you are not comfortable talking to the staff, you can call the Network.

There is helpful grievance toolkit developed by patients to guide you through the grievance process. It is available on the National Forum of ESRD Networks website in English and Spanish: <http://esrdnetworks.org/resources/toolkits/patient-toolkits/dialysis-patient-grievance-toolkit-1/dialysis-patient-grievance-toolkit-english>

To file a grievance, please contact the Network:

Phone: 1-877-936-9260

Email: info@nw8.esrd.net

Address: 775 Woodlands Pkwy, Suite 310, Ridgeland, MS 39157

Visit our website: www.esrdnetwork8.org.



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