

SPEAK UP!

You are part of your healthcare team!

Act Before Anger

Ask questions about your dialysis treatment. Your healthcare team can give you more information.

Speak Directly

Speak directly with your healthcare team regarding any concerns you may have. You may want to ask for your facility's grievance policy if the issue is still not resolved.

Contact Us

Contact The Renal Network at ANY TIME for information or to file a grievance. You don't need to file a facility grievance first. We investigate every concern. 1-800-456-6919

The Renal Network is Here For You!

We follow the Centers for Medicare & Medicaid Services (CMS) guidelines.

When you File a Grievance

You should
FEEL SAFE

You have the
right to be
ANONYMOUS

You can file a
grievance at
ANY TIME

If you follow these steps and feel your grievance is unresolved, you can contact your local State Survey Agency for more information or to file a grievance. Illinois Department of Public Health Toll free: 1-800-252-4343