

# SPEAK UP!

You are part of your healthcare team!

## Act Before Anger

Ask questions about your dialysis treatment. Your health care 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

## When you File a Grievance

You should

**FEEL SAFE**

You have the right to be

**ANONYMOUS**

You can file a grievance at

**ANY TIME**

**The Renal Network  
is Here For You!**

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