

# 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 **ANY TIME**.

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 of Texas, Inc.  
4099 McEwen  
Suite 820  
Dallas, TX 75244  
[www.esrdnetwork.org](http://www.esrdnetwork.org)

**OR**

### Your State Agency

**888-973-0022**

Texas Health and Human Service Commission  
Patient Quality Care Unit  
1100 W. 49th Street  
Austin, Texas 78756  
[www.dshs.state.tx.us/facilities/complaints.aspx](http://www.dshs.state.tx.us/facilities/complaints.aspx)

The ESRD Network of Texas (Network 14) is one of 18 non-profit agencies that work under contract with the Centers of Medicare & Medicaid Services (CMS) who is the federal agency that runs Medicare. Network 14 performs many important jobs for the dialysis and transplant community, including:

- Collecting and analyzing data about dialysis and transplant patients and their treatments
- Evaluating the quality of care and services provided to dialysis and transplant patients
- Supplying professionals with clinical information and data they can use to evaluate and (if needed) improve their services
- Maintaining a grievance procedure to investigate patient complaints about the quality of care provided by dialysis or transplant units

