

Concerns or questions about your care?



There is help available!

You or your family have the right, without fear of penalty, to:

- ◆ Discuss the issue with members of your dialysis unit staff (social worker, head nurse, doctor, administrator)
- ◆ File a complaint using your unit's grievance procedure
- ◆ File a complaint or grievance with ESRD Network #15 or the New Mexico Department of Health

Your complaint can be filed by you or someone else of your choosing, or anonymously (to keep your identity unknown).

ESRD Network #15

165 South Union Blvd
Suite 466
Lakewood, CO 80228
Phone: (303) 831-8818
Toll free: 1 (800)783-8818
Email: info@nw15.esrd.net

New Mexico Dept. of Health

Health Facilities Licensing &
Certification
2040 S. Pacheco Street
2nd floor, #413
Santa Fe, NM 87505
Phone: (505) 476-9027 or
1 (800) 752-8649

What is ESRD Network #15?

We are the nonprofit organization contracted by the Centers for Medicare & Medicaid Services to improve the quality of care for dialysis patients by:

- ◆ Providing information about kidney disease
- ◆ Providing leadership to renal professionals
- ◆ Helping resolve patient complaints and grievances

**Call ESRD Network #15
toll free at:
1 (800) 783-8818**

Please visit our web site at www.esrdnet15.org

ESRD Network #15