

# 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 Utah 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

## **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

## **Utah Dept. of Health**

Bureau of Health Facility  
Licensing/Certification/  
Resident Assessment  
ESRD Surveyor  
PO Box 144103  
Salt Lake City, UT 84114  
Phone: (801) 538-6158 or  
1 (800) 662-4157  
(Toll free in-state)

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

Please visit our web site at [www.esrdnet15.org](http://www.esrdnet15.org)

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