

Northwest Renal Network

Serving: Alaska ♦ Idaho ♦ Montana ♦ Oregon ♦ Washington

Concerns! Questions? Problems! Information?

Do you have a concern?

We encourage you to do the following first:

- **Try** to resolve the concern at your facility by speaking to your doctor, nurse, dietitian, or social worker.
- **Follow** your facility's complaint process.
- **Read** your facility's *Patient Rights and Responsibilities* agreement.

What can I do if I still have a concern?

or

What if I don't want to discuss it with the facility?

Contact Northwest Renal Network!



ESRD Network #16

Northwest Renal Network
4702 42nd Ave SW
Seattle, WA 98116
1-800-262-1514



What will we do?

You decide what you need from us. You may request any of the following:

- **A private talk** - you just want to talk with someone about your care.
- **A talk with you and your facility** - you want us to help you and the facility find a way to deal with your concern.
- **A formal grievance** - you want to file a more formal complaint and have us look into it.
- **Information on who to contact** - you have a concern about your insurance, doctor, hospital, etc. We will refer you to the best agency to address your concern.

Have a question? Need information?

We maintain a library of resources and information for kidney patients. Have a question about your kidney disease, treatment options, emergency preparedness, treatment providers, or other topics?

Visit our website www.nwrenalnetwork.org or call!