

# The Renal Network, Inc.

## ESRD Networks 4, 9 & 10

We would like to introduce you to Network 4! Network 4 is one of the 18 End Stage Renal Disease (ESRD) Networks in the United States. We have a goal to make sure that you are receiving the best possible care at your dialysis facility and/or transplant center. We do this by:

- Providing leadership to the renal health professionals who will be caring for you;
- Providing information and assistance with ESRD issues to you and your renal health care providers;
- Working with dialysis facilities on projects that will improve the quality of care you receive and ultimately your quality of life; and
- Providing assistance, when needed, to address concerns you may have about your care.

### The Renal Network: ESRD Network 4

40 24th Street, Suite 410

The Crane Building

Pittsburgh, PA 15222

**412-325-2250**

Email: [info@nw4.esrd.net](mailto:info@nw4.esrd.net)

On the web at [www.esrdnetwork4.org](http://www.esrdnetwork4.org)

## ESRD Complaint and Grievance Process

Under Federal Medicare Law, ESRD Networks are authorized to implement procedures for evaluating and resolving patient complaints or grievances about the quality or adequacy of the care you receive in your dialysis facility.

Patients and families have a right to address problems they identify in a facility, without fear of discrimination or punishment. Please use the following steps:

- Be aware of Patients rights and responsibilities, available at your facility or from the Network.
- Discuss your concern with the physician, nurse, social worker or facility administrator at your dialysis facility.
- If you feel your concern is not properly addressed at the facility level, the Network can assist by providing an impartial review of the complaint or grievance.
- All conversations regarding your complaint or grievance are confidential.
- Should you need more information about the Network complaint or grievance process, talk with your social worker or contact us directly.

## Toll-Free Patient Only Telephone Number

**1-800-548-9205**

The Network has a Toll-Free PATIENT ONLY telephone number. Patients may call this number to obtain information regarding Network 4, its facilities and programs, and/or to express their concerns.

Please note that this phone is answered from 8:30 A.M. until 5:00 P.M., Monday through Friday.