



The Renal Network, Inc.

ESRD Networks 4, 9 & 10

Merger Complete for ESRD Networks 4, 9 and 10

ESRD Network 4, ESRD Network 9, and ESRD Network 10 have merged under The Renal Network, Inc., a not-for-profit corporation which has been the contract holder for ESRD Network 9 and Network 10 since 1996.

This merger creates a six-state regional Network area covering Pennsylvania and Delaware (Network 4); Indiana, Ohio and Kentucky (Network 9); and Illinois (Network 10). The merged Networks of The Renal Network now serve approximately 58,537 patients in 989 dialysis facilities, and 42 kidney transplant centers. ESRD Network 9 and ESRD Network 10 will remain headquartered in Indianapolis, Indiana, and the ESRD Network 4 office will remain in Pittsburgh, Pennsylvania.

The Network 4 Website

ESRD Network 4 has a website to serve as a resource for patients, the general public and renal professionals.

- Look in the [Events and Updates](#) page for upcoming Network meetings, important safety notices and FDA alerts.
- Check out our Annual Reports, Goals, our Newsletter called "Network News", and the Network's Grievance Policy.
- On the [Patient Services](#) page, there are links to the Pennsylvania and Delaware Office of Vocational Rehabilitation (OVR) web sites, search engines for dialysis facilities anywhere in the country, a guide for caring for your access, and links to Medicare.
- Links to a number of renal kidney patient organizations and publications, Dialysis Facility Compare, and disaster preparedness manuals can also be found on our site.

<http://www.esrdnetwork4.org>

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.

You have a right to file complaints and grievances without fear of punishment, retaliation or other negative consequences.

You are a member of your health care team:

- If you have concerns about your treatment or quality of care, discuss them with your health care team.
- If you do not believe your concerns were properly addressed, file a complaint or grievance with your facility.

At any time, you may:

- File a complaint or grievance with The Renal Network, Inc. – ESRD Network 4 office.
- Call The Renal Network at (800) 548-9205 and ask the Patient Services Department for assistance to resolve your concern.
- Visit <http://www.kidneypatientnews.org>, for more information on the Network grievance process.
- Download online or call to request a copy of the Network Complaint/Grievance Packet.
- File a complaint or grievance with the local State Survey Agency. Ask your social worker for more information.

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.

1-800-548-9205

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