

How do I contact the Network?

Patients or family members can contact the Network toll-free by calling **1-800-524-7139**. Staff members can contact the Network by calling **919-855-0882**. The Network can also be contacted by email at info@nw6.esrd.net. **All calls are confidential.** We will not give out any information about you or your call without your permission.



This brochure was developed while under Contract with the Centers for Medicare & Medicaid Services, Baltimore, MD.
CMS Contract #500-03-NW06

Southeastern Kidney Council, Inc.
1000 St. Albans Drive, Suite 270
Raleigh, NC 27609

What Can I Do if I Have a Complaint?

A Patient's Guide

Southeastern Kidney Council
1000 St. Albans Drive
Suite 270
Raleigh, NC 27609
Phone:(919) 855-0882
Patients only:(800) 524-7139
Fax:(919) 855-0753
e-mail:info@nw6.esrd.net
www.esrdnetwork6.org

What is the Southeastern Kidney Council?

The Centers for Medicare & Medicaid Services (CMS) contracts nationwide with End Stage Renal Disease (ESRD) Networks to assure quality of care for people with ESRD. The ESRD Networks are responsible for receiving, evaluating and resolving complaints involving patient care. The Southeastern Kidney Council is the ESRD Network for the dialysis and transplant facilities in North Carolina, South Carolina, and Georgia.

A **complaint** or **grievance** is any concern that you have about the care that you receive from your healthcare facility.

Anyone can file a complaint including patients, family members, dialysis staff members or anyone else who has concerns about a facility.

It is very important to let a professional know when you have a complaint.

The complaint process helps to ensure that people are receiving safe care. The complaint process is also a very effective way of working through problems, and it is a way for patients to help each other.

What do I do?

Try talking with the staff at your dialysis facility. If you are not satisfied with the facility response **or** if you don't feel comfortable talking to the staff at the facility, **contact the Network.**

The Network has Social Workers on staff to listen to your complaint and help you work through what to do about it. They may investigate the complaint, contact your dialysis unit to discuss your complaint, provide education to you and/or the staff about issues related to your complaint, provide mediation as necessary, or refer your complaint to another agency that can help you.

The ESRD Network works closely with State Survey Agencies to ensure that dialysis facilities work within the Federal and State Regulations in providing dialysis treatments to people with ESRD. You can also contact them about your complaint. The State Survey Agencies that work in this area are:

**Georgia Department of
Human Resources
(800) 878-6442**

**North Carolina Department of
Health and Human Services
(800) 624-3004**

**South Carolina Department of
Health and Environment
Certification Section
(800) 545-4300**