

# Do you have concerns about your kidney care?

As a patient, you have the right to share your concerns with your health care team.

You have several options:

- 1 Check with your facility about their policy for addressing patient concerns and complaints.
- 2 File your grievance with **Network 16**. You are not required to file at your facility first. We will not share information about your situation with anyone without your permission.

We can:

- Conduct a Quality of Care review (60-day process),
- Provide Immediate Advocacy (7-day process), or
- Offer a referral to an agency that may better meet your needs.

To file a grievance, please contact **Network 16** toll-free at:



**(800) 262-1514**  
**[www.nwrn.org](http://www.nwrn.org)**

- 3 You also have the option to contact your local state survey agency to file a complaint at the following numbers:

Alaska:  
(907) 563-0037

Idaho:  
(208) 334-6626

Montana:  
(800) 762-4618

Oregon:  
(971) 673-0540

Washington:  
(800) 633-6828

**Northwest Renal Network - ESRD Network 16**  
4702 42nd Ave SW | Seattle, WA 98116

  
ESRD ALLIANCE | NETWORK 16  
Alaska, Idaho, Montana, Oregon, Washington