

IF YOU HAVE A CONCERN OR PROBLEM WITH YOUR CARE OR SERVICES IN THIS CLINIC

PLEASE TELL US ABOUT IT RIGHT AWAY

- Tell your Nurse, Social Worker, Doctor, or Administrator about your concern or problem.
- Write your concern or problem on a piece of paper and put it in facility suggestion box.
- Contact the Network directly and discuss your issue or concern.

AT THE FACILITY WE WILL

- Try to find solutions to your concern or problem
- Investigate your concern or problem fairly and quickly

If you are not happy with our investigation or our actions,
you may contact one of the organizations listed below for additional help.

Texas Department of
State Health Services
ESRD Facility Licensure &
Certification Division
1100 W. 49th Street
Austin, Texas 78756
(888)-973-0022



The End Stage
Renal Disease
Network Of Texas



The End Stage Renal Disease
Network of Texas, Inc.
Director of Patient Services
4040 McEwen Rd, Suite 350
Dallas, Texas 75244
(877)-886-4435

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SI ACASO USTED TIENE UN PROBLEMA O UNA QUEJA DE SU CUIDADO O LOS SERVICIOS DE ESTA CLINICA

¡POR FAVOR DIGANOS INMEDIATAMENTE!

- Dígale a su Enfermera, Trabajadora Social, Doctor, o Administrador, acerca de su problema o inquietud.
- Escriba su problema o inquietud en una nota y póngala en la caja de sugerencias de la clínica.
- Contacte a la Red directamente, y hable acerca de su problema o inquietud.

NOSOTROS EN LA CLINICA VAMOS A

- Hacer una investigación rápida y justa de su problema
- Tratar de hayar soluciones a su problema

Si no está contento con nuestra investigación o nuestras acciones, puede comunicarse con una de estas organizaciones para ayuda adicional

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Salud del Estado de Texas
ESRD Division de Certificación
y Licencias
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Red de la Enfermedad Renal
Terminal de Texas.
Coordinador de Servicios al Paciente
4040 McEwen Rd, Suite 350
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Teléfono para pacientes y
familiares solamente