



Western Pacific Renal Network, LLC
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Novato, California 94945

Serving Northern California, Hawaii, Guam,
American Samoa, and Saipan

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Toll-Free (800) 232-3773

Fax (415) 897-2443

Useful Phone Numbers:

California Health Department
(866) 247-9100

Hawaii Health Department
(808) 692-7420

Medicare
(800) 633-4227

Kidney Patients

Here's how we can help & support you

What is Western Pacific Renal Network?

ESRD Network #17 is a nonprofit organization under contract with the Centers for Medicare & Medicaid Services to improve quality of care and provide support and education to:

- Patients with **End-Stage Renal Disease (ESRD)**
- The staff of dialysis clinics and transplant centers (Nurses, Patient Care Technicians, Social Workers, Nephrologists)

What Does the Network Do?

The Network helps to improve the quality of patient care by:

- Providing information about kidney disease
- Helping resolve patient complaints (A complaint can be filed anonymously)
- Offering support to renal professionals

Concerns or Questions About Your Care?

- Discuss the issue with members of your dialysis staff such as the Social Worker, Charge Nurse, Administrator, or Nephrologist
- Submit a complaint using your clinic's grievance procedure
- Discuss the concern with ESRD Network #17 and/or the Health Department

The Mission of
Western Pacific Renal Network, LLC
is to facilitate improvement of
quality of care provided
to ESRD patients.

Contract # HHSM-500-2006-NW017C

For additional information, please visit the Network website at www.esrdnet17.org