

The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

If you feel your treatment does not meet these standards...

Speak Up.
Here's how...

First...

Ask a staff member for a copy of your facility's grievance policy to find out how you can file a grievance.

However...

If you are still unsatisfied or do not feel comfortable filing a grievance with your facility...

———— Contact ————

IPRO End-Stage Renal Disease Network of New England

1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517

Toll-Free Patient Line: (866) 286-3773

Phone: (203) 387-9332 • Fax: (203) 389-9902 • E-mail: esrdnetwork1@ipro.us

———— or ————

Massachusetts Department of Public Health

Division of Health Care Quality, Complaint Unit

99 Chauncy Street, 3rd Floor, Boston, Massachusetts 02111

Local: (617) 753-8150 • Fax: (617) 753-8165

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End-Stage Renal Disease
Network of New England

<http://network1.esrd.ipro.org>

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