

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 —————

Maine Department of Human Services

Licensing and Regulatory Services

State House Station #11, 41 Anthony Avenue, Augusta, Maine 04333-0011

Local: (207) 287-9308 • Fax: (207) 287-9307

1/15/2020



End-Stage Renal Disease
Network of New England

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

Developed by IPRO ESRD Network of New England while under contract with Centers for Medicare & Medicaid Services. Contract HHSM-500-2016-00019C