

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 ————

New Hampshire Department of Health & Human Services

Health Facilities Administration-Certification

129 Pleasant Street, Concord, New Hampshire 03301

Local: (603) 271-9049 • Fax: (603) 271-4968

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End-Stage Renal Disease
Network of New England

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

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