

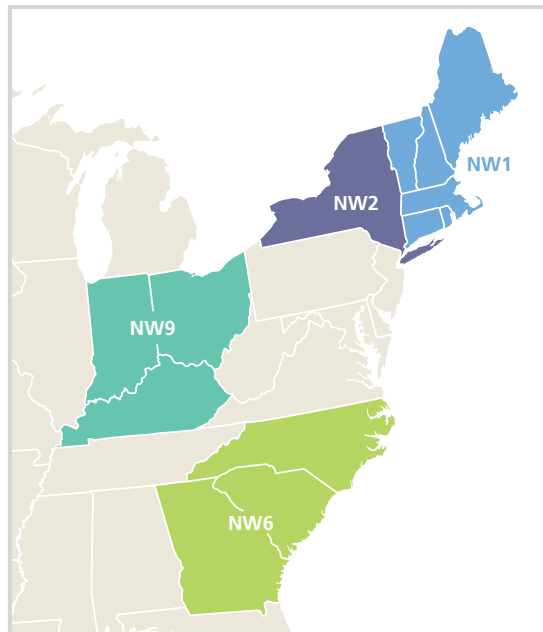
# Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM



Better healthcare,  
realized.

## Introducing the IPRO ESRD Network Program



The Centers for Medicare & Medicaid Services (CMS) oversees 18 regional End-Stage Renal Disease (ESRD) Network organizations across the country. Each Network works to improve the quality of healthcare services and the quality of life for patients with ESRD.

Your IPRO ESRD Network works to

- Empower and engage patients to become educated consumers and partners in their healthcare;
- Improve quality of care for all ESRD patients;
- Collect data from dialysis and transplant facilities to measure quality of care;
- Assist you, your family members and care partners, and ESRD facility staff in understanding the CMS ESRD Quality Incentive Program;
- Provide technical assistance and information to individuals with ESRD and to dialysis facility and transplant center staff; and
- Resolve grievances that cannot be resolved at the dialysis facility level.

HELPFUL TIPS  
TO EMPOWER  
ESRD PATIENTS  
AS CONSUMERS

### How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

**In an emergency,  
if you can't reach  
your facility,  
contact us.**

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## We need YOUR input: Volunteer with your Network.

Volunteering your time can be a very rewarding experience and a great addition to your resume. If you are an ESRD patient, family member or care partner, please consider volunteering with your Network as a Patient Advisory Committee (PAC) representative in any of the following ways:

### PAC Member

- Take an active role as a member of your healthcare team;
- Become familiar with the role of the ESRD Network; and
- Share new information with family and friends.



## The Mission of the Patient Advisory Committee (PAC)

The Patient Advisory Committee, through its representatives in dialysis and transplant units, provides a link between patients and unit staff and opens opportunities for statewide communication for those in the renal community



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The IPRO End-Stage Renal Disease Network Program, ESRD contractor for Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont (NW1), New York (NW2); Georgia, North Carolina, South Carolina (NW6) and Ohio, Indiana and Kentucky (NW9) developed this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Numbers: NW1: HHSM-500-2016-00019C; NW2: HHSM-500-2016-00020C; NW6: HHSM-500-2016-00006C; and NW9: HHSM-500-2016-00009C

v.2 - 2/10/2020

### Facility PAC Representative (PAC Rep) - Facility Level

- Serve as a volunteer at your dialysis facility;
- Promote positive communication among patients and staff;
- Inform patients about the ESRD Network, its programs and resources; and
- Serve as a link between patients and the ESRD Network.

### Network and National Patient Subject Matter Expert (SME) - Network and National Levels

- Assist the Network in guiding quality improvement and educational activities at both the Network and national levels.

If you are interested in helping the dialysis community and are willing to serve as a volunteer in any of the roles listed here, please contact your Network.

If you have questions about your facility or to file a grievance, please contact your local ESRD Network:

### IPRO End-Stage Renal Disease Network of New England (CT, MA, NH, RI, VT)

1952 Whitney Avenue, 2nd Floor  
Hamden, CT 06517  
Patient Toll-Free: (866) 286-3773  
Main: (203) 387-9332  
Fax: (203) 389-9902  
E-mail: [esrdnetwork1@ipro.us](mailto:esrdnetwork1@ipro.us)  
Web: [network1.esrd.ipro.org](http://network1.esrd.ipro.org)

### IPRO End-Stage Renal Disease Network of New York

1979 Marcus Avenue  
Lake Success, NY 11042-1072  
Patient Toll-Free: (800) 238-3773  
Main: (516) 209-5578  
Fax: (516) 326-8929  
E-mail: [esrdnetwork2@ipro.us](mailto:esrdnetwork2@ipro.us)  
Web: [network2.esrd.ipro.org](http://network2.esrd.ipro.org)

### IPRO End-Stage Renal Disease Network of the South Atlantic (GA, NC, SC)

909 Aviation Parkway, Suite 300  
Morrisville, NC 27560  
Patient Toll-Free: (800) 524-7139  
Main: (919) 463-4500  
Fax: (919) 388-9637  
E-mail: [esrdnetwork6@ipro.us](mailto:esrdnetwork6@ipro.us)  
Web: [network6.esrd.ipro.org](http://network6.esrd.ipro.org)

### IPRO End-Stage Renal Disease Network of the Ohio River Valley (IN, KY, OH)

3201 Enterprise Pkwy., Suite 210  
Beachwood, OH 44122  
Patient Toll-free: (844) 819-3010  
Main: (216) 593-0001  
Fax: (216) 593-0101  
E-mail: [esrdnetwork9@ipro.us](mailto:esrdnetwork9@ipro.us)  
Web: [network9.esrd.ipro.org](http://network9.esrd.ipro.org)