

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 Program

Corporate Office: 1979 Marcus Avenue, Lake Success, NY 11042-1072
Patient Services: (516) 231-9767 • Toll-Free Patient Line: (800) 238-3773
E-mail: esrdnetworkprogram@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 Program**

<http://esrd.ipro.org>

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