

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](mailto:esrdnetworkprogram@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



**End-Stage Renal Disease  
Network Program**

<http://esrd.ipro.org>

Developed by the IPRO ESRD Network Program while under contract with the Centers for Medicare & Medicaid Services. Contract # 75FCMC19D0029