

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 —————

Kentucky Cabinet for Health and Family Services Office of the Inspector General, Division of Health Care

275 East Main Street, 5E-A, Frankfort, KY 40621-0001
Local: (502) 564-7963 • Fax: (502) 564-6546
Website: <http://chfs.ky.gov/os/oig/dhcfs.html>



**End-Stage Renal Disease
Network Program**

<http://esrd.ipro.org>

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