

Congratulations on becoming a Patient Facility Representative!



IPRO Learn is an online learning platform that provides facilities, patients, and caregivers a centralized place for all ESRD Network-related quality improvement project information, education, and best practice strategies. It was created to help empower patients to work collaboratively with their facilities to improve their quality of care and overall quality of life.

To Access the IPRO Learn PFR Alliance Page:

- Open your web browser to <https://learn.ipro.org>
- Click on “**Create a New Account**”
- Review and select “**I Agree to IPRO Terms of Use**”
- Create a personal login and password
- Search and select your facility (*CCN and Name are below*)
- Click on “Create my new account”
- Check your email for a verification link



To Log in to the IPRO PFR Alliance Page:

- Click the following link: <https://learn.ipro.org/login>
- Log in to your new account
- Once logged in, select the **Patient Facility Representative Alliance** tab.
- Enter the Enrollment Key (listed below)
- Click on “**Enroll me**”

If you need assistance, send an email to ESRDNetworkProgram@ipro.us with “**PFR IPRO Learn Question**” in the subject line.

Facility CCN _____
(6-digit CMS Certification Number. No spaces, no dashes)

Facility Name _____

IPRO Learn
Enrollment Key:
IPROPFR

continues on next page

To file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program

Corporate Office:

1979 Marcus Avenue, Lake Success, NY 11042-1072 • Patient Services: (516) 231-9767
Toll-Free: (800) 238-3773 • Email: esrdnetworkprogram@ipro.us • Web: esrd.ipro.org



**End-Stage Renal Disease
Network Program**

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

Contract # 75FCMC19D0029

Publication # ESRD.IPRO-GA-NW-20220112-111

v.2 1/21/2022

IPRO, the End-Stage Renal Disease Organization for the Network of New England, Network of New York, Network of the South Atlantic, and Network of the Ohio River Valley, prepared this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. CMS Contract Number: 75FCMC19D0029. CMS Task Order Numbers: 75FCMC21F0001 (Network 1), 75FCMC21F0002 (Network 2), 75FCMC21F0003 (Network 6), 75FCMC21F0004 (Network 9).