

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...

**DO YOU HAVE A GRIEVANCE?**

**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 of New England**

Corporate Address: 1979 Marcus Avenue, Lake Success, NY 11042-1072

Toll-Free Patient Line: (800) 238-3773 (ESRD)

Patient Services: (516) 231-9767 • Fax: (516) 403-5969

E-mail: [esrdnetworkprogram@ipro.org](mailto:esrdnetworkprogram@ipro.org)

or

### **Connecticut Department of Public Health**

Facility Licensing Investigation Section

410 Capital Avenue, MS#12FLIS, Hartford, CT 06134-0308

Local: (860) 509-7400 • Fax: (860) 509-7538



**End-Stage Renal Disease  
Network of New England**

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