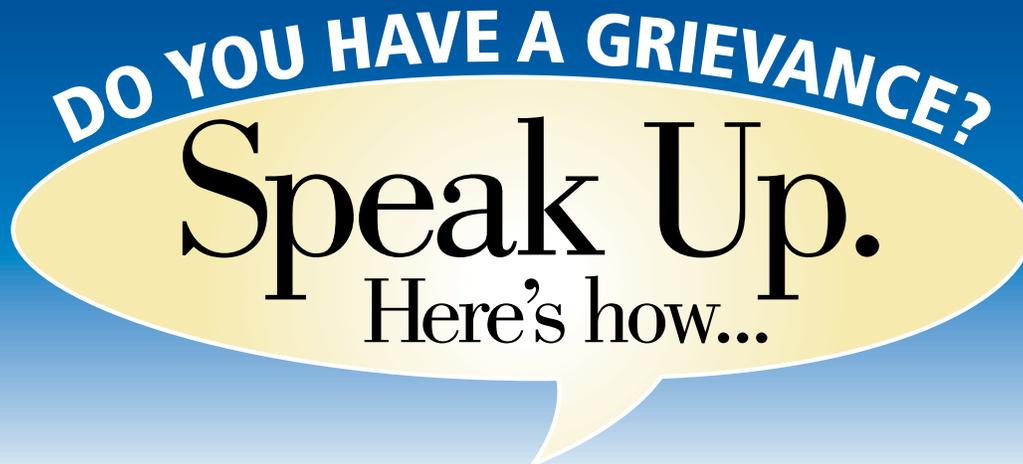


The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

If you feel your treatment does not meet these standards...



**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

### **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



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

This material was prepared by the IPRO ESRD Network of New York/New England/the Ohio River Valley/the South Atlantic, an End Stage Renal Disease Network Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS.

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