

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 York**

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

### **New York State Department of Public Health**

Centralized Hospital Intake Department

Mail Stop: CA/DCS, Empire State Plaza, Albany, New York 12237

Toll-Free: (800) 804-5447



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

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