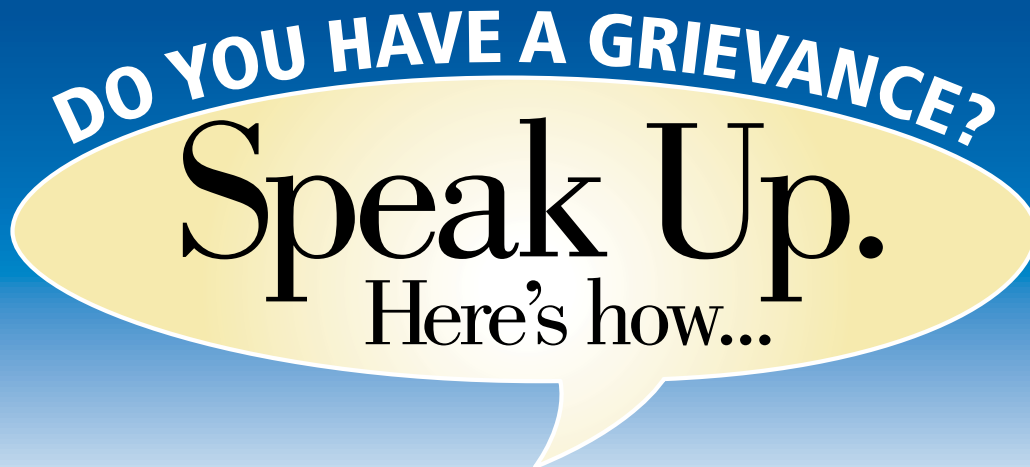


The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

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 the South Atlantic

Corporate Address: 909 Aviation Parkway, Suite 300, Morrisville, NC 27560

Patient Toll-free: (800) 524-7139 (Patients only)

Phone: (919) 463-4500 • Fax: (919) 388-9637

E-mail: esrdnetworkprogram@ipro.org

or

South Carolina Department of Health and Environmental Control

Bureau of Certification/Health Regulation

Toll-Free: (800) 922-6735 • Local: (803) 545-4300

Website: www.dhec.sc.gov



**End-Stage Renal Disease
Network of the South Atlantic**

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