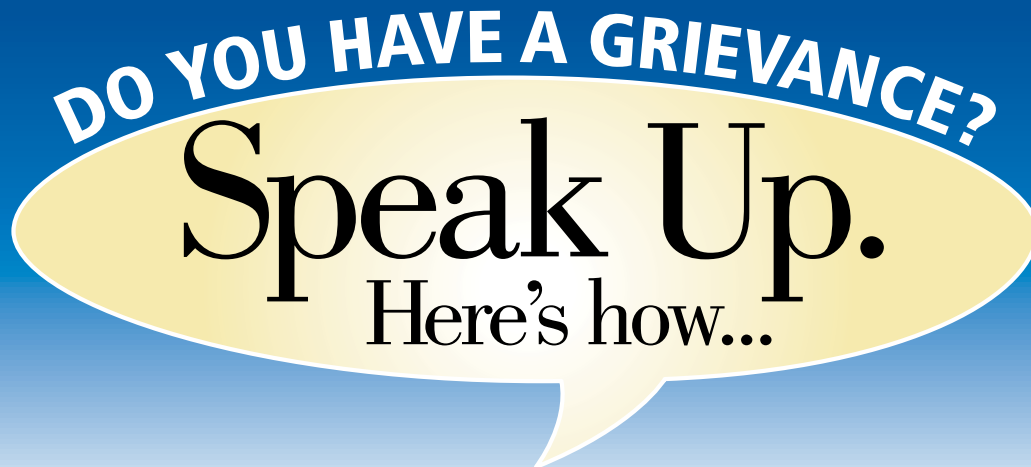


The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

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

### **I PRO End-Stage Renal Disease Network of the South Atlantic**

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

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

Patient Services: (516) 231-976 • Fax: (516) 403-5969

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

or

### **Division of Health Service Regulation - Nursing Home Licensure and Certification Section**

2711 Mail Service Center, Raleigh, NC 27699-2711

Toll-Free: (800) 624-3004 • Local: (919) 855-4500

Website: <https://www2.ncdhhs.gov/dhsr>



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

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