

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 the South Atlantic

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

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

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

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



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

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