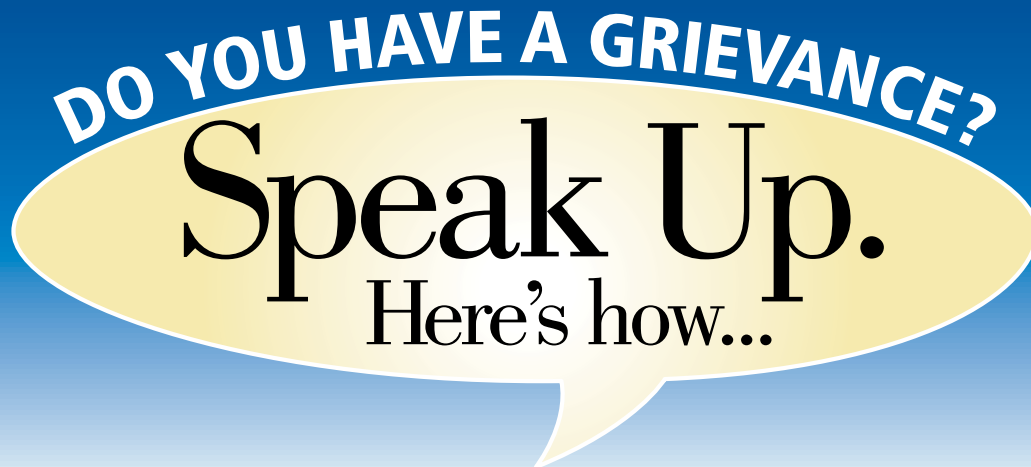


The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

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

Patient Services: (516) 231-9767

Fax: (516) 403-5969

E-mail: esrdnetworkprogram@ipro.org

or

Vermont Department of Aging and Disabilities

Division of Licensing and Protection

HC2 South, 280 State Drive, Waterbury, CT 05671-2060

Local: (802) 878-7986 • Toll-Free Patient Line: (888) 700-5330 • Fax: (802) 871-3318



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

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