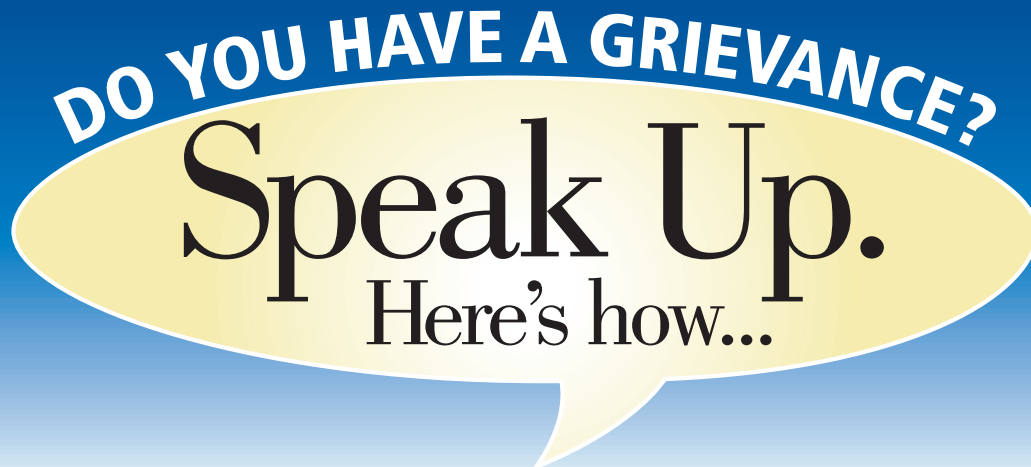


The treatment you receive should meet your need for safety,
your rights as a patient, clinical standards of care,
and be provided by staff who treat you fairly and respectfully.

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: 300 Jericho Quadrangle, Suite 300, Jericho, NY 11753

Toll-free Patient Line: (800) 238-3773 (ESRD) • Patient Services: (516) 231-9767

Fax: (516) 403-5969

E-mail: esrdnetworkprogram@ipro.org

or

Massachusetts Department of Public Health

Division of Health Care Quality, Complaint Unit

99 Chauncy Street, 3rd Floor, Boston, Massachusetts 02111

Local: (617) 753-8150 • Fax: (617) 753-8165



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

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