The IPRO ESRD Network Program
We Can Help

The mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.

Network staff CAN...	
Advocate for patients' rights, depending on the situation.	~ **Example: "My unit is too cold"** With your permission, a Network staff member can contact your facility to find out if the temperature can be controlled.
Provide information and educational resources.	~ **Example: "I need a fourth shift, and my facility does not offer one"** The Network can provide you with a list of facilities in your area that offer a fourth shift (Dialysis Facility Compare tool available on www.medicare.gov)
Investigate concerns about issues related to quality of care.	~ **Example: "I am upset about the care I am receiving at my facility"** The Network can conduct a review of your medical record to evaluate the quality of care you are receiving.
Help patients understand their rights and help them navigate the ESRD care delivery system.	~ **Example: "I don't agree with a policy at my facility"** The Network can advocate on your behalf and could help you work with facility staff to find a compromise that would work for you and the facility.

However, some concerns may be beyond the Network's scope. Network staff CANNOT..

- ✖ Force a facility to accept a patient.
- ✖ Close a dialysis facility.
- ✖ Go onsite to investigate a facility's clinical procedures, witness interactions between staff and patients, or view a videotape of incidents (HIPAA violation).
- ✖ Add a patient to the transplant list.
- ✖ Recommend a lawyer and assist with a lawsuit.
- ✖ Get staff members fired or arrange for staff to have their pay docked.
- ✖ Force a facility to change its admissions policy regarding catheters.
- ✖ Verify Medicare coverage or give out Medicare cards.
- ✖ Interfere with facility surveys.
- ✖ Hide a patient's involuntary discharge (IVD) history.

The Network collaborates with the State Department of Health to advocate for individuals and help resolve concerns about care received at dialysis facilities.

IPRO

End-Stage Renal Disease Network of New England

For more information or to file a grievance, please contact us:
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