

# The IPRO ESRD Network of New York can help resolve many concerns you may have about the care you receive as a dialysis patient.



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.

## 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 New York State Department of Health to advocate for individuals and help resolve concerns about care received at dialysis facilities.

For more information, visit the IPRO ESRD Network of New York website <https://network2.esrd.ipro.org/>



To file a grievance, please contact:

**IPRO End-Stage Renal Disease Network of New York**

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