

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...

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 New York

1979 Marcus Avenue, Lake Success, NY 11042-1072

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

Phone: (516) 209-5578 • Fax: (516) 326-8929 • E-mail: esrdnetwork2.ipro.us

————— or —————

New York State Department of Health

Centralized Hospital Intake Department

Mail Stop: CA/DCS, Empire State Plaza, Albany, New York 12237

Toll-Free: (800) 804-5447

1/14/2020



End-Stage Renal Disease
Network of New York

<http://network2.esrd.ipro.org>

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