

DO YOU HAVE A GRIEVANCE?

Speak Up.
Here's how...

First...

Request a copy of your clinic's grievance policy from a staff member, and ask questions if you don't understand how to file a grievance.

If you are still unsatisfied...

For grievances related (but not limited) to:

- Patient rights • Unfair treatment by staff • Poor communication
- Medical errors • Requests for information, assistance, or referrals
 - Services provided • Operations of the clinic
- Cleanliness of the facility • Equipment or building conditions

Contact

IPRO ESRD Network of New England

1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517

Phone: (203) 387-9332 • Toll-Free Patient Line: (866) 286-3773

Fax: (203) 389-9902

You may also contact

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

esrd.ipro.org

Developed by IPRO ESRD Network of New England while under contract with Centers for Medicare & Medicaid Services. Contract HHSM-500-2016-00019C