

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

I PRO ESRD Network of the South Atlantic

909 Aviation Parkway, Suite 300 Morrisville, NC 27560

Phone: (919) 463-4500 • Toll-Free Patient Line: (800) 524-7139

Fax: (919) 388-9637

You may also contact

South Carolina Department of Health and Environmental Control

Bureau of Certification/Health Regulation

2600 Bull Street, Columbia, SC 29201

Toll-Free: (800) 922-6735 • Local: (803) 545-4300

Website: www.dhec.sc.gov



End-Stage Renal Disease
Network of the South Atlantic

esrd.ipro.org

Developed by I PRO ESRD Network of the South Atlantic
while under contract with Centers for Medicare &
Medicaid Services. Contract HHS-500-2016-00006C