

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

I PRO ESRD Network of the South Atlantic
909 Aviation Parkway, Suite 300, Morrisville, NC 27560
Toll-Free Patient Line: (800) 524-7139

Phone: (919) 463-4500 • Fax: (919) 388-9637 • Email: esrdnetwork6@ipro.us

or

**Division of Health Service Regulation -
Nursing Home Licensure and Certification Section**
2711 Mail Service Center, Raleigh, NC 27699-2711
Toll-Free: (800) 624-3004 • Local: (919) 855-4500
Website: <https://info.ncdhhs.gov/dhsr>



**End-Stage Renal Disease
Network of the South Atlantic**

<http://network6.esrd.ipro.org>