

**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 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

or

**Georgia Department of Community Health**  
Healthcare Facility Regulation Division, Diagnostic Services Unit  
2 Peachtree Street, N.W., Suite 31-447, Atlanta, GA 30303-3142  
Toll-Free: (800) 878-6442 • Local: (404) 657-5726 • Fax: (317) 233-7494  
Website: [www.dch.georgia.gov](http://www.dch.georgia.gov)



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

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

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