

**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

**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](http://www.dhec.sc.gov)



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

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

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