As a person with kidney failure, you have certain rights and responsibilities. Know what to expect from your health care team and what they can expect from you.

Every facility is required to have a grievance procedure prominently displayed in the patient waiting area. The Network is available to assist you with any problems that cannot be resolved in your unit.

**Patient Advisory Committee (PAC) representatives** are patients who volunteer their time to represent their unit to the Network, inform patients about the Network, and encourage other patients to get the most out of their treatment. Ask your social worker or nurse supervisor about being a PAC representative.

We work with providers and facilities on quality improvement activities related to vascular access, anemia, iron management, adequacy and nutrition.

The Network has printed educational materials in English and Spanish to inform you of the many aspects of kidney disease.

Our Web site, [www.esrd.ipro.org](http://www.esrd.ipro.org) has plenty of helpful tips and information about managing chronic kidney disease.

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**Did You Know?**

The mission of the ESRD Network of New York is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely and equitable.

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**We’re here for you!**

IPRO End Stage Renal Disease Network of New York

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This material was prepared by IPRO, the ESRD Network Organization for the State of New York, under contract # HHSM-500-2006-NW002C with the Centers for Medicare & Medicaid Services (CMS). The contents do not necessarily reflect CMS policy.