

Do You Have A Concern?

The first step to take if you have a complaint is to ask the staff at this clinic for a copy of their policy and a written description of the complaint procedures for this clinic. If you have already been through the clinic complaint procedures and you are still unsatisfied you may contact either agency listed below for a complaint review conducted by an external oversight agency. If you prefer to deal directly with an external oversight agency, please contact either of the numbers below, depending on the nature of your complaint.

Concerns

Problems

Questions

Information

For problems with **patient rights, unfair treatment by staff, poor communication, request for information, request for assistance, request for referral**, services provided or operation of the clinic call the ESRD Network of New England Inc. at the patient's toll free number:

1-866-286-3773

For problems with **medical errors, doctor, nursing or staff caregivers, cleanliness of the clinic, equipment, building or conditions** call:

Massachusetts Department of Public Health
Division of Health Care Quality
99 Chauncy Street, 2nd Floor
Boston, Massachusetts 02111

Local: 617-753-8150 Toll Free: 800-462-5540 Fax: 617-753-8165

