

**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 End-Stage Renal Disease Network of the Ohio River Valley**  
3201 Enterprise Parkway, Suite 210, Beachwood, OH 44122  
Patient Toll-free: (844) 819-3010 (Patients only) • Phone: (216) 593-0001  
Fax: (216) 593-0101 • E-mail: [info@nw9.esrd.net](mailto:info@nw9.esrd.net)

or

**Division of Long Term Care, Indiana State Dept. of Health**  
2 North Meridian Street, 4B, Indianapolis, IN 46204  
Toll-Free: (800) 246-8909 • Local: (317) 233-1325 (Main Switchboard)  
Local: (317) 233-7442 (Long Term Care) • Fax: (317) 233-7494  
E-mail: [complaints@isdh.in.gov](mailto:complaints@isdh.in.gov) • Website: [www.in.gov/isdh/23260.htm](http://www.in.gov/isdh/23260.htm)



End-Stage Renal Disease  
Network of the Ohio River Valley

<http://network9.esrd.ipro.org>

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