

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

or

Kentucky Cabinet for Health and Family Services
Office of the Inspector General, Division of Health Care
275 East Main Street, 5E-A, Frankfort, KY 40621-0001
Local: (502) 564-7963 • Fax: (502) 564-6546
Website: <http://chfs.ky.gov/os/oig/dhcfs.html>



End-Stage Renal Disease
Network of the Ohio River Valley

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

Developed by IPRO ESRD Network of the Ohio River Valley
while under contract with Centers for Medicare &
Medicaid Services. Contract HHSM-500-2016-00009C