

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

Ohio Department of Health Complaint Unit
246 North High Street, Columbus, OH 43215
Toll-Free: (800) 342-0553 • Toll-Free: (800) 669-3534 (Home Health Hotline)
Fax: (641) 564-2422 • E-mail: HCComplaints@odh.ohio.gov
Website: www.odh.ohio.gov/odhPrograms/dspc/complnt/complnt1.aspx



End-Stage Renal Disease
Network of the Ohio River Valley

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

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