

DO YOU HAVE A GRIEVANCE?

Speak Up.
Here's how...

First...

Request a copy of your clinic's grievance policy from a staff member, and ask questions if you don't understand how to file a grievance.

If you are still unsatisfied...

For grievances related (but not limited) to:

- Patient rights • Unfair treatment by staff • Poor communication
- Medical errors • Requests for information, assistance, or referrals
 - Services provided • Operations of the clinic
- Cleanliness of the facility • Equipment or building conditions

Contact

IPRO ESRD Network of the Ohio River Valley

3201 Enterprise Parkway, Suite 210, Beachwood, OH 44122

Phone: (216) 593-0001 • Toll-Free Patient Line: (844) 819-3010

Fax: (216) 593-0101

You may also contact

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 • Website: www.in.gov/isdh/23260.htm



End-Stage Renal Disease
Network of the Ohio River Valley

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