

**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**

#### **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](mailto:HCComplaints@odh.ohio.gov)

Website: [www.odh.ohio.gov/odhPrograms/dspc/complnt/complnt1.aspx](http://www.odh.ohio.gov/odhPrograms/dspc/complnt/complnt1.aspx)



End-Stage Renal Disease  
Network of the Ohio River Valley

[esrd.ipro.org](http://esrd.ipro.org)

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