

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 —————

### **I PRO End-Stage Renal Disease Network Program**

Corporate Office: 1979 Marcus Avenue, Lake Success, NY 11042-1072 Patient Services:  
(516) 231-9767 • Toll-Free Patient Line: (800) 238-3773  
E-mail: [esrdnetworkprogram@ipro.us](mailto:esrdnetworkprogram@ipro.us)

————— 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](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 Program**

<http://esrd.ipro.org>

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