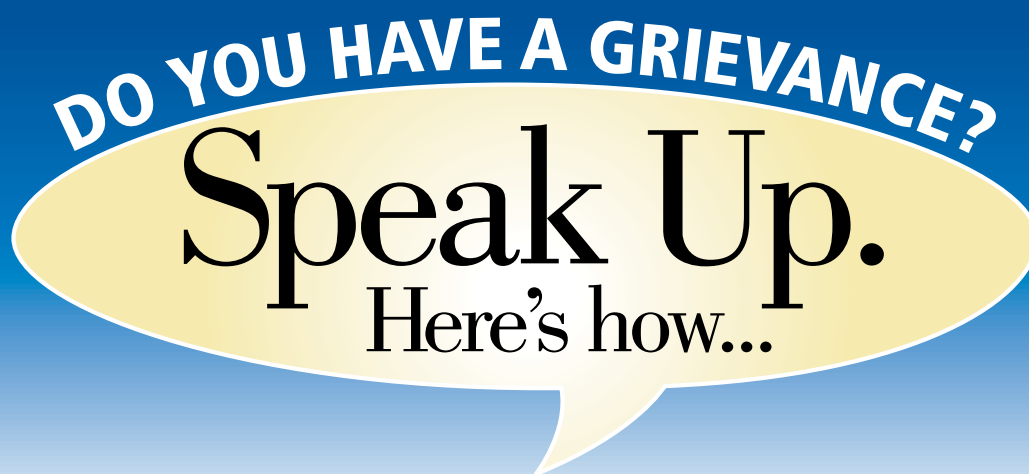


The treatment you receive should meet your need for safety,
your rights as a patient, clinical standards of care,
and be provided by staff who treat you fairly and respectfully.

If you feel your treatment does not meet these standards...



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

Corporate Address: 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: esrdnetworkprogram@ipro.org

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**

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