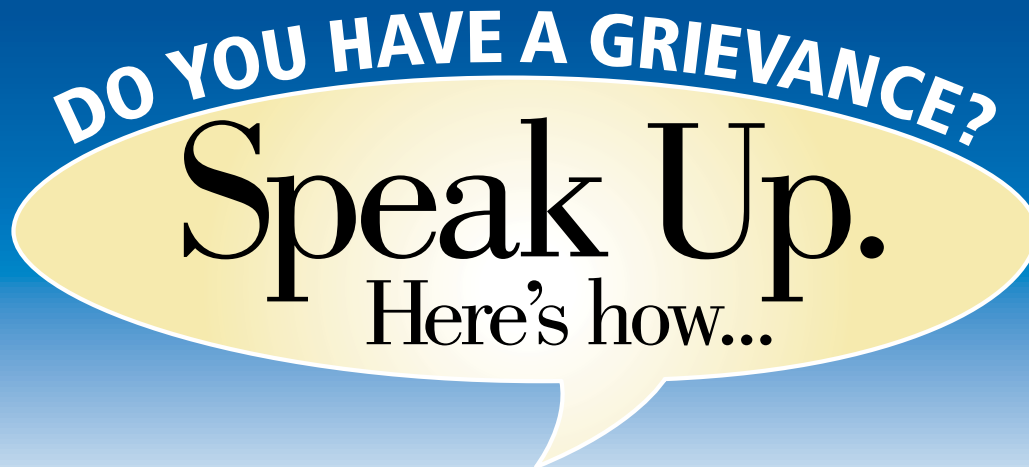


The treatment you receive should meet your need for safety, your rights as a patient, clinical standards of care, and be provided by staff who treat you fairly and respectfully.

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: 1979 Marcus Avenue, Lake Success, NY 11042-1072

Toll-Free Patient Line: (800) 238-3773 (ESRD)

Patient Services: (516) 231-976 • Fax: (516) 403-5969

E-mail: esrdnetworkprogram@ipro.org

or

Kentucky Cabinet for Health and Family Services

Office of the Inspector General, Division of Health Care

275 East Main Street, 5E-A, Frankfort, KY 40621-0001

Local: (502) 564-7963 • Fax: (502) 564-6546

Website: <http://chfs.ky.gov/agencies/os/oig/dhc/Pages/default.aspx>



**End-Stage Renal Disease
Network of the Ohio River Valley**

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