

**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**

#### **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/os/oig/dhcfs.html>



End-Stage Renal Disease  
Network of the Ohio River Valley

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

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