

The Ombudsman

P R O G R A M

of the Pennsylvania Department of Aging



***We look
into reported
concerns about
Long-Term
Care Services***

Your Rights

Older consumers of Long-Term Care services have basic and special rights under Federal and State Law. Some of these rights are listed below:

RIGHT to know and exercise your Rights.

RIGHT to know about services and charges.

RIGHT to be consulted in planning your medical treatment.

RIGHT to decline medical treatment.

RIGHT to confidentiality of medical records.

RIGHT to privacy in treatment and care.

RIGHT to freedom from abuse, neglect, and exploitation.

RIGHT to freedom from restraints.

RIGHT to express grievances without fear of retaliation.

RIGHTS pertaining to admission, transfers and discharges, including the Right to appeal in certain instances.

Contact Your Local Ombudsman for more Information About Your Rights.

What is an **Ombudsman?**

A trained individual who can help if you have a complaint or problem with any long-term care service.

A source to provide information about your rights as a consumer and assistance in exercising those rights.

An advocate for high standards of quality of care who promotes strict enforcement of those standards.

A promoter of the highest quality of life for care dependent Pennsylvanians, 60 years of age and older.

A consumer representative who works within the legislative and rule-making process to improve long-term care services throughout the state.

A person who assists long-term care consumers in pursuing remedies to their problems.

Who uses the **Ombudsman?**

Residents of Nursing and Personal Care Homes.

Individuals receiving long-term care services in their homes and community.

Families and Friends of individuals who live in nursing or personal care homes.

Staff of long-term care facilities.

Government Agencies

What **kinds of issues** are handled?

QUESTIONS about billing and charges, including those covered by Medicare and Medicaid.

CONCERNS about the quality of care or treatment from a long-term care service provider.

APPEALS regarding transfers, discharges, discontinuance or changes in services.

Where are **Ombudsman?**

The Pennsylvania Department of Aging contracts with 52 Area Agencies on Aging to provide Ombudsman services throughout the Commonwealth.

To contact the Ombudsman nearest you...

Call or Write:

**Office of the State
Long-Term Care Ombudsman
PA Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919
(717) 783-7247
www.aging.state.pa.us**

**Ombudsman services are
confidential and free.**

*Disclaimer:
It is important to note that this information may have
changed since this piece was printed.*