Please check the resource ordering. One copy will be mailed per order.

Ombudsman Office: __Brochure __Poster __Staff Directory __Volunteer Brochure

HOME AND COMMUNITY SERVICES
___Housing With Services, Assisted Living and Home Care – A Consumer Resource
___Housing With Services Consumer Information Guide (MDH)

HOSPITAL MEDICARE SERVICES
___A Guide to Bed Safety – Bed Rails in Hospitals, Nursing Homes & Home Care
___Your Discharge Planning Checklist: ...preparing to leave a hospital, nursing home, or other health care setting (Medicare/CMS)

NURSING HOME SERVICES
___Abuse and Neglect (Consumer Voice)
___A Consumer Guide to Choosing A Nursing Home (Consumer Voice)
___Access and Visitation in Nursing Homes (Consumer Voice)
___Assessment and Care Planning: The Key to Good Care (Consumer Voice)
___Care Planning/Care Conferences in Nursing Homes
___Case Mix‐How Your Nursing Home Charges are Determined (MDH)
___Culture Change in Nursing Homes (Consumer Voice)
___Choosing a Nursing Home & Nursing Home Checklist
___Family Involvement In Nursing Home Care (Consumer Voice)
___Individualized Care
___Individualized Quality Care ~The Basics (Consumer Voice)
___Individualized Assessment with Behavior Symptoms (Consumer Voice)
___Involuntary Transfer and Discharge (Consumer Voice)
___Malnutrition in Nursing Home Residents
___Malnutrition and Dehydration (Consumer Voice)
___Medical Assistance Program for People: Living in a Nursing Home or Getting EW (DHS-2908 www.dhs.state.mn.us)
___Nursing Home Bed Hold Policy
___Nursing Home Quality Measures
___Resident Rights During Nursing Home Closure
___Residents’ Rights: An Overview (Consumer Voice)
___Resolving Problems in Nursing Homes (Consumer Voice)
___Restraint Use (Consumer Voice)
___Theft Prevention
___Will Medicare Pay My Nursing Home Bill? over
CONSUMER RIGHTS
___Home care or hospice clients, hospital patients, nursing home residents (circle choice)
Or visit: www.health.state.mn.us/divs/fpc/consinfo.html

Additional resources:
___Are You Aware of Your Medicare Rights? (Stratis Health)
___Be Safe at Home-A Guide to Home Care/Chore Services (Volunteers of America)
___Dementia Training for Long Term Care Workers
___Hard Choices for Loving People (CPR, Artificial Feeding, Comfort Care) order form
___Help protect people who are frail or vulnerable (DHS-2754 www.dhs.mn.us)
___The Flu (Consumer Voice)

Please print your name, address & telephone number below:

Name____________________________________________________________________
Address__________________________________________________________________
Telephone_________________________________________________________________

Mail or fax to the address/fax listed on the top front page.

Web Sites for Consumer Resources

www.mnaging.org  Minnesota Board on Aging & Office of Ombudsman for Long-Term Care
www.minnesotahelp.info  Information about Minnesota’s health and social services
www.dhs.state.mn.us  MN Department of Human Services (Nursing Home Report Card)
www.health.state.mn.us/divs/fpc/directory/fpcdir.html  Minnesota Department of Health
www.health.state.mn.us/divs/fpc/directory/surveyapp/provcompselect.cfm  Provider survey info and rights in large print and various languages
www.medicare.gov  Medicare information
www.medicare.gov/nhcompare/home.asp  Information about nursing homes
www.medicare.gov/HHCompare/home.asp  Information about home health agencies
www.stratishealth.org  Stratis Health – Minnesota’s Medicare Peer Review Organization
www.eldercarerights.org  ElderCare Rights Alliance (consumer council information)
www.aarp.org  AARP in Minnesota
www.alzmndak.org  Alzheimer’s Association Minnesota – Dakotas Chapter
www.madsa.org  Minnesota Adult Day Services Association
www.minnesotaguardianship.org  Minnesota Association for Guardianship & Conservatorship
www.ccal.org  Consumer Consortium on Assisted Living
www.theconsumervoice.org  The National Consumer Voice for Quality Long-Term Care