SENATE PHS
Exhibit No. 4
Date 1-17-07
Bill No. SB 32

to people who are...

- Living in a nursing home, assisted living home, or other similar facilities
- Relatives and Friends of residents
- Representatives of community groups or public agencies

How to contact Ombudsman Services:

State Long Term Care Ombudsman
Senior & Long Term Care/DPHHS
PO Box 4210
Helena, MT 59604-4210

Toll Free Number:
1-800-332-2272

All Contacts Are Kept Confidential

To contact your local Ombudsman, call your local Area Agency on Aging toll-free at:

1-800-551-3191

SENATE PUBLIC HEALTH, WELFARE & SAFETY
EXHIBIT NO. 4
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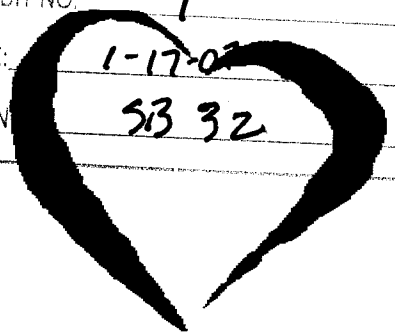

Working to provide education, assistance, and advocacy to long term care residents and their families in an effort to ensure dignity and quality of life

Ombudsmen Respond...

to the concerns of people who live in long-term care facilities. An ombudsman can help residents not only understand but exercise their right to good care. Ombudsmen are resident-focused and directed and will investigate situations of concern to residents if residents wish. If grounds for complaint are found, ombudsmen move into action at residents' request. They may supply information, suggest solutions, and press for action or change on behalf of residents.

Help Resolve Problems Associated with Long Term Care Including...

- Exercising resident rights
- Quality of care and life within facilities
- Administrative decisions and policies
- State and local service agencies
- Medicaid, Medicare and other long-term care programs
- Improper transfer or discharge of residents
- Abuse, neglect or exploitation of residents
- Any resident, family, friend, or staff concerns related to quality of life or well-being

Provide Services...

- Information about long term care issues including services, care issues, and placement options
- Referrals to aging services programs
- Assistance for long term care staff to meet the needs and concerns of residents
- Education to enhance public awareness and use of the long term care system
- Advocacy for needed legislation and policies
- Promote the development of consumer groups including resident and family councils