

MAKE A DIFFERENCE!
Volunteer to be an Ombudsman

FACT

Sixty percent of consumers residing in long-term care facilities never receive a visitor.

FACT

An Ombudsman's visible presence in long-term care facilities improves quality of care.

*Ombudsman is a Swedish word meaning
Citizen Representative.*

Have you ever had a question or needed something and didn't know where to turn?

What if a familiar face showed up on a regular basis to offer help?

As an Ombudsman, you could be that familiar face for a person living in a nursing home or personal care home.

If you enjoy visiting with and assisting others, and have one or two hours a week you'd like to donate, consider joining the Ombudsman Team.

Ombudsman are trained advocates for consumers of long-term care services who can help with consumer/family visitation, consumer education, and who can serve as mentors and volunteer team leaders.

After completing training, you may:

- Visit with consumers of long-term care services
- Educate consumers, families, and long-term care providers of their rights
- Identify concerns and assist with resolution

TO VOLUNTEER OR TO LEARN MORE:
Contact the Central Office

Office Open Monday – Friday
8:00 am to 4:30 pm

Central Office:

Human Services Center
1430 Dekalb St., Box 311
Norristown, PA 19404-0311
(610) 278-3601
Fax (610) 278-3769

ELDER ABUSE HOTLINE

**To report a case of
suspected elder abuse to
Protective Services, call 1-800-734-2020**



Montgomery County Board of Commissioners

Valerie A. Arkoosh, MD, MPH, Chair
Kenneth E. Lawrence, Jr., Vice Chair
Joseph C. Gale, Commissioner

Ombudsman Program



www.montcopa.org/mcaas

OMBUDSMAN PROGRAM

A service of the Montgomery County Office of Aging & Adult Services

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
- 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 homes, personal care homes, and assisted living residences
- Individuals receiving long-term care services in their homes and community
- Families and friends of individuals who live in nursing homes, personal care homes, and assisted living residences
- 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 charges in services

YOUR RIGHTS

Older consumers of long-term care services have basic and special rights under federal and state law.

Some of those rights are listed below:

The Right

to know and exercise your rights

The Right

to know about services and charges

The Right

to be consulted in planning your medical treatment

The Right

to decline medical treatment

The Right

to confidentiality of medical records

The Right

to privacy in treatment and care

The Right

to freedom from abuse, neglect and exploitation

The Right

to freedom from restraints

The Right

to express grievances without fear of retaliation

Other rights pertaining to admission, transfers and discharges, including the right to appeal in certain instances