

**Governor's Office of Elderly Affairs
State Long-Term Care Ombudsman**

P.O. Box 61

Baton Rouge, LA 70821

Toll-Free: (866) 632-0922

Email: StateOmbudsman@la.gov

To learn more about the Ombudsman Program
and volunteer opportunities, visit
www.goea.la.gov/ombudsman



Open the camera on your mobile device to scan QR code

To file a complaint with the regulatory agency:

**Louisiana Department of Health
Health Standards Section**

P.O. Box 3767

Baton Rouge, LA 70821

Toll-Free: (888) 810-1819

E-mail: HSSComplaints@la.gov



*Reaching out to those
we've loved the longest*

FAQs

What is an Ombudsman?

An ombudsman is an advocate for residents of nursing homes and assisted living facilities.

A local ombudsman is assigned to every long-term care facility.

What does an Ombudsman do?

Visits long-term care facilities on a regular basis

Investigates concerns and works to resolve issues in facilities

Provides long-term care information to interested individuals

Attends resident and family council meetings

What kinds of concerns can an ombudsman help with?

- Involuntary Transfer/Discharge
- Requests for assistance
- Lost property
- Being treated with dignity and respect
- Respect for personal privacy
- Exercising personal preferences

How much does it cost?

All ombudsman services are free of charge and confidential.



RESIDENTS' RIGHTS

RIGHT TO DIGNITY, FREEDOM, AND RESPECT

To exercise your civil and religious liberties and encouragement to exercise those rights
To be treated with consideration, respect, and with the fullest measure of dignity
To be free from chemical or physical restraints, unless medically necessary
To complain or suggest without fear of retaliation

RIGHT TO VISITATION AND ACCESS

To have access to a telephone
To visit relatives, friends, and others of your choosing
To private visits with your spouse
To take part in activities of the facility and the community
To have a monitoring device in accordance with the Nursing Home Virtual Visitation Act

RIGHT TO BE FULLY INFORMED OF

Changes to your plan of care or change in your medical or health status
Available services and the charge for each service
Long-Term Care Ombudsman Program and State Survey Agency contact information
Facility rules and your rights while therein

RIGHT TO MAKE INDEPENDENT CHOICES

To choose your roommate, whenever possible
To have your own clothing and possessions
Reasonable use of tobacco and/or alcohol
To choose your doctor and pharmacy
To choose how to spend your free time
To manage or delegate your financial and personal affairs
To refuse, request, and/or discontinue treatment

RIGHTS DURING TRANSFER OR DISCHARGE

Transfer and discharge only permitted in limited circumstances
To appeal the proposed discharge and remain in facility while appeal is pending
To receive notice of the right to return after hospitalization or therapeutic leave

RIGHT TO PRIVACY AND CONFIDENTIALITY

During treatment and care of your personal needs
Regarding medical, personal, and financial affairs
To receive unopened mail
Private, unrestricted communication with persons of your choice