

**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](mailto:StateOmbudsman@la.gov)

To learn more about the Ombudsman  
Program and volunteer opportunities, visit  
[www.goea.la.gov/ombudsman](http://www.goea.la.gov/ombudsman)

**Local Ombudsman Contact Info**



Open the camera on your mobile device to scan QR code

**To file a complaint with the regulatory agency:**

**Louisiana Department of Health**

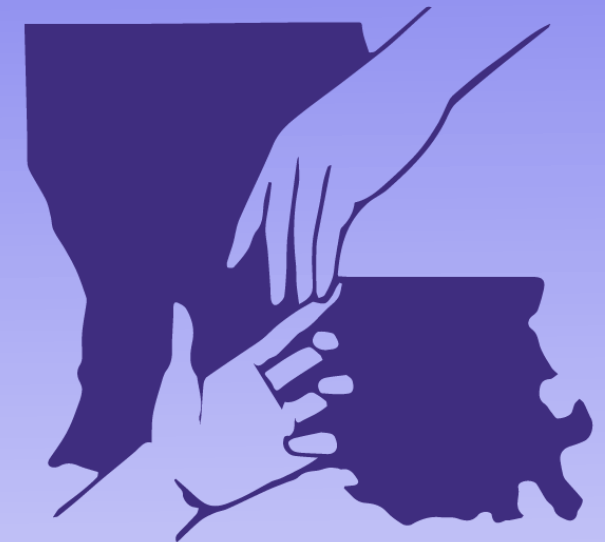
**Health Standards Section**

P.O. Box 3767

Baton Rouge, LA 70821

Toll-Free: (888) 810-1819

E-mail: [HSSComplaints@la.gov](mailto:HSSComplaints@la.gov)



**LOUISIANA  
OMBUDSMAN  
PROGRAM**

# 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  
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  
Reasonable use of tobacco and/or alcohol

## 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