

CONSUMER RESOURCES ORDER FORM
Office of Ombudsman for Long-Term Care
Minnesota Board on Aging
PO Box 64971, St. Paul, MN 55164-0971
(651) 431-2555 or 1-800-657-3591 FAX: (651) 431-7452
www.mnaging.org

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:

___ Advance Directive: MN Health Care Directive form (on website: www.mnaging.org)

___ 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.alzmdak.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.theconsumervoic.org The National Consumer Voice for Quality Long-Term Care

