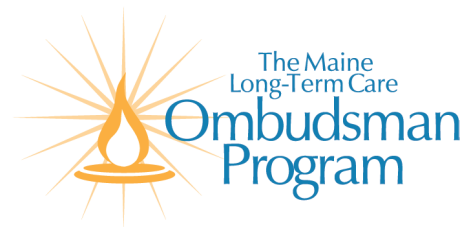


Consumer Rights

You have a right:

1. To be treated with respect and consideration.
2. To participate in planning your care.
3. To expect that all information about you will be kept confidential.
4. To be free from physical and mental abuse.
5. To voice your complaints.
6. To know what Medicare and Medicaid will pay — and if any payment is expected from you.
7. To appeal when services are denied, reduced, terminated, or the care plan is inadequate.
8. **Agencies must:**
 - give you a copy of your rights before care is given.
 - notify you in advance of any change in your plan of care.
 - give you appropriate notice before services are terminated.



Advocates for Long-Term Care Consumers

61 Winthrop Street
Augusta, ME 04330

207-621-1079 (Voice/TTY)
1-800-499-0229 (Voice/TTY)
Fax 207-621-0509
MLTCOP@MaineOmbudsman.org

www.maineombudsman.org

Advocates for Home Care Consumers



1-800-499-0229
(Voice/TTY)

Where do I turn for help?

You can turn to the Ombudsman Program when you need an advocate. We represent the interests of consumer of home care.

See us for problems with...

- Abuse and neglect issues
- How to access home care services
- The services you receive as part of your plan of care
- Not receiving enough services
- Equipment needs
- Termination of your services
- Appeals
- Medicaid/Medicare issues
- Payment issues

Ask for help when...

- Concerned about the care of treatment received
- Someone interferes with the rights, health, safety or welfare of the home care consumer.

What is an Ombudsman?

A Swedish word, “Ombudsman” (pronounced om-budz-man) is a specially trained advocate who is given authority under federal and Maine law to investigate and resolve complaints made by, or on behalf of, long-term care consumers.

You have a right to voice your complaints...

Call the Ombudsman Program if you have questions or concerns about your care. We can help you voice your complaints and grievances.

**All communication is confidential.
Services are free of charge.**

Who can ask for help?

- Any person interested in improving the quality of home care for consumers
- A consumer receiving services
- An employee or administrator of a home care agency
- A friend, neighbor, or relative of a consumer
- Representatives of public agencies

An Ombudsman can help...

- Answer your question
- Guide consumers through a complex home care system
- Explain the assessment process
- Provide information
- Investigate and resolve home care complaints
- Advocate for home care consumers
- Assist with appeals
- Protect a consumer’s rights
- Represent consumers’ interests before state and federal government by working to improve laws, regulations and policies that affect consumers of home care services

Our advocates can...

- Answer your questions, provide information, investigate and resolve home care complaints
- Visit you at home to talk about your problems
- Assist you when appealing a reduction, termination, denial of services, or an inadequate plan of care