8.

After an initial visit to the facility, return at a different day and time, to obtain a more thorough assessment of the facility.

9.

If you are seeking additional information on nursing homes, visit www.medicare.gov on the internet. Once on this site, go to "nursing home compare." This tool will guide you through a comparison of local nursing homes.

10.

If you still have questions, speak with a Long-term Care Ombudsman at 1-800-551-3191. **The ombudsman is your advocate in long-term care.**

How to contact Ombudsman Services:

State Ombudsman
Senior & Long Term Care/
Department of Public Health and Human Services
PO Box 4210
Helena, MT 59604-4210

Toll Free Numbers:

Citizens Advocate: 1-800-332-2272

Local Ombudsman Program: 1-800-551-3191

All Contacts Are Kept Confidential

Alternative accessible formats of this document will be provided upon request.

If this information has been of value to you, please consider making a tax deductible contribution for the Ombudsman Program to the Montana Aging Services Endowment Fund, PO Box 127, Roundup, MT 59072. Please note "Ombudsman Services" on your gift.
Thank You.

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10 TIPS FOR CHOOSING A QUALITY LONG TERM CARE FACILITY

THE LONG TERM CARE

OMBUDSMAN IS YOUR ADVOCATE

Contact us at:
PO Box 4210
Helena, MT 59604
Telephone:
(406)444-7785
Toll-Free:
1-800-332-2272

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Choosing a long term care facility...

Choosing a facility for yourself or your family member is one of the most important decisions you will ever make. Here are 10 quick tips to help you in the process.

1.

Educate yourself about your options. One way to do this is to contact your local Area Agency on Aging at 1-800-551-3191 and ask to speak to the ombudsman. The ombudsman can give you a listing of facilities available in your area and answer any questions you might have.

2.

Visit any potential facilities. Ask to meet with the Administrator, Social Service director, and Director of Nursing.

In addition, request a tour and bring your loved one if possible so that both you can get a feel for the facility.

3.

As you tour the facility, make mental or written notes about your first impression. What do you see, hear, smell, and feel? Feel free to ask questions as you take the tour. Also, ask the administrative staff if they will give you a referral to a family or resident with whom you might speak about the facility.

4.

Ask to sample the food!

5.

As you tour the facility, ask to look at the activity calendar. Ask yourself if there are activities provided that might appeal to you or your loved one. Ask about outings and special events.

6.

Ask to see a listing of services the facility provides. Does the facility have a vehicle to assist in transporting you or your loved one to and from appointments? In addition, request that the facility provide you with a cost of care estimate, which includes the base rate and extras.

7.

Ask for a copy of the facility's most recent survey. This document will tell you how the facility did on its last state inspection. You may also call the Montana Ombudsman Program for help in reviewing the results by calling 1-800-551-3191.

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