

QUESTIONS OR CONCERNS ABOUT NURSING HOMES AND ASSISTED CARE LIVING FACILITIES

Located in nine areas throughout the state, Tennessee Long-Term Care Ombudsmen are trained to listen, investigate, and then resolve complaints through mediation about nursing homes and other care facilities. Issues can include violations of resident rights, refusal of services, inadequate care, or overall concerns about quality.

WHO CAN USE THE OMBUDSMAN PROGRAM?

- **Residents:** The Ombudsman listens to residents and serves as an advocate for resident rights. Residents can share concerns about situations or other personal concerns, and the Ombudsman will keep these issues confidential. The Ombudsman will also explain resident rights and responsibilities.
- **Family, friends, and clergy:** The Ombudsman can provide information regarding the admission process to a variety of facilities; make helpful referrals to other agencies; help clarify facility regulations; find solutions to small problems before they get too big; and respect requests for anonymity.
- **Licensed facilities:** The Ombudsman is a resource for staff training and a mediator for issues and concerns.



CONTACT INFORMATION

State Long-Term Care Ombudsman

Toll-free: 877-236-0013



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