

## Our Mission

The mission of the Arkansas Ombudsman Program is to ensure that long-term facility residents have the right to live their lives with dignity and feel free to voice complaints or concerns without fear of retaliation.

The Ombudsman strives to be a trusted advocate for all residents by educating them regarding their rights, investigation of complaints and empowering residents to speak for themselves. The Ombudsman provides support for those who feel they do not have a voice.



**1-501-682-1001**

**[www.arombudsman.com](http://www.arombudsman.com)**

## Contact Your Ombudsman

### Region I

Area Agency on Aging of Northwest Arkansas

Counties: Benton and Washington

Phone: 1-888-268-3610 or 1-479-273-9424

Counties: Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy

Phone: 1-877-286-3621 or 1-870-743-1623

### Region II

White River Area Agency on Aging

Counties: Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, and Woodfuff

Phone: 1-800-382-3205 or 1-870-612-3000

### Region III

East Arkansas Area Agency on Aging

Counties: Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Lee, Mississippi, Phillips, Poinsett, Randolph, and St. Francis

Phone: 1-888-311-2238 or 1-870-336-2260

### Region IV

Area Agency on Aging of Southeast Arkansas

Counties: Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, and Lincoln

Phone: 1-800-264-3260 or 1-870-543-6300

### Region V

Central Arkansas Area Agency on Aging (Carelink)

Counties: Faulkner, Lonoke, Monroe, Prairie, Pulaski, and Saline

Phone: 1-800-482-6359 or 1-501-372-5300

### Region VI

Area Agency on Aging of West Central Arkansas

Counties: Clark, Garland, Hot Spring, Montogomery, and Pike

Phone: 1-800-467-2170 or 1-501-321-2811

Counties: Conway, Johnson, Perry, Pope, and Yell

Phone: 1-800-467-2171 or 1-479-967-9300

### Region VII

Area Agency on Aging of Southwest Arkansas

Counties: Hempstead, Howard, Little River, Miller, Nevada, and Sevier

Phone: 1-870-904-9152

Counties: Calhoun, Columbia, Dallas, Lafayette, Ouachita, and Union

Phone: 1-870-904-1536

Phone: 1-800-272-2127 or 1-870-234-7410

### Region VIII

Area Agency on Aging of Western Arkansas

Counties: Crawford, Franklin, Logan, Polk, Scott, and Sebastian

Phone: 1-800-320-6667 or 1-479-783-5550 ext. 2009



**A Guide to  
Residents' Rights**



## **Long-Term Care (LTC) Facility Residents' Rights**

### **Health Care**

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- Receive adequate and appropriate health care, as well as protective and support services
- Be free of physical restraints not documented as medically-necessary
- Have your choice of pharmacy and physician
- Withhold payments for physician visitation if the physician did not examine you
- Be transferred or discharged only after reasonable notice is given and only for medical reasons, the welfare of other residents, or for non-payment
- Be protected from transfer or discharge from a Title XIX certified facility because the source of payment changes

### **Individual Liberties**

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- Exercise your civil and religious liberties
- To exercise your rights as a resident and a citizen
- Complain and make suggestions without fear of coercion or retaliation
- Be treated courteously, fairly, and with the fullest measure of dignity
- Be free of mental and physical abuse
- Take part in various activities of the nursing home
- Be free not to perform work
- Choose a roommate when possible
- Have your own clothing and possessions
- Manage your personal affairs or if this is delegated to the facility, to receive an accounting report every three months upon request
- Retire and rise in accord with reasonable requests
- Use tobacco in accord with applicable policies, rules, and laws
- Have ample opportunity to visit with family and friends
- Share a room with your spouse if he/she is a resident of the same nursing home and both consent

### **Information**

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- Be informed of your rights, the rules, and regulations of the nursing home
- Receive prompt response to all reasonable requests and inquiries
- Have any significant change in your health status reported to you
- Be informed of your condition, plan medical treatment, and to participate in or refuse that treatment
- Examine the results of the most recent survey conducted by state or federal surveyors of the facility
- Be informed of the bed reservation policy for hospitalization
- Be told of all services available and all costs, including charges covered or not covered by Medicare, Medicaid, or the basic per diem rate

### **Privacy**

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- Be treated with consideration and respect for your personal privacy to send and receive unopened mail
- Receive visitors in private
- Have your personal and medical records treated confidentially
- Have regular access to private use of a telephone
- Refuse to serve as a medical research subject