

LONG-TERM CARE OMBUDSMAN INFORMATION AND CONSULTATION LOG

NAME: _____ DATE: _____

CF CI CR	Name of Caller or Contact Person/ Contact Information	Name of Resident	Consultation Topic (enter N/A if case-related)	Notes	Consult Provided By:	Time Spent
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

- Record each contact as one instance, unless the same caller/contact person relates the contact to an earlier request on the same topic.
- Record appropriate code in Column 2:
 - CF - If contact/instance involves providing information to facility employees
 - CI - If contact/instance involves providing information and/or consultation to individuals not employed at a facility
 - CR - If contact/instance is related to new or ongoing cases. (NOTE: These contacts are not consultations and should be included in case journals.)

INFORMATION AND CONSULTATION TOPICS

Access to Facilities – Ombudsman
Access to Records – Ombudsman
Access to Records -- Resident/Legal Representative
Admission Policies and Practices
Adult Protective Services
Advance Health Care Directives
Aging/Disability Services
Behaviors – Managing
Billing/Payment
Care Issues
Community Resources
Confidentiality
Conservatorship
Dental Services – Access to Outside Provider
Dietary
Disaster/Emergency Planning
Discharge/Eviction/Transfer
Elder/Dependent Adult Abuse
End of Life Care
Facility Closure
Facility Environment
Facility Staffing
Family Conflict
Grievance Against Ombudsman/LTCOP
Home Care

Home Health Care
Hospice
Infection Control
Labor/Facility Employment
Law Enforcement
Laws and Regulations
Legal Services
Licensing Agencies
Mandated Reporting Responsibilities
Medi-Cal
Medicare
Medication Issues
Ombudsman Services/Roles/Responsibilities
Payee Services/Responsibilities
Physician Orders for Life-Sustaining Treatment (POLST)
Placement Information
Powers of Attorney
Resident-to-Resident Conflict
Residents' Rights
Social Security Information
Theft and Loss
Transportation
Unlicensed Facilities
Veterans Affairs/Issues
Visitation