

## **DRCOG Ombudsman Documentation Checklist**

**Date Reviewed:**

### **Case Screen**

<b>Type of Complaint</b>	<b>Time Frame Met (Yes or No)</b>	<b>Comments</b>
Urgent (3 days)		
Routine (7days)		

### **Case Handling**

<b>Area</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Response time appropriate, date open and first action				
Brief history of resident or situation				
Consent box checked				
Consent statement written or explanation if unable to receive consent				
Date of Birth obtained				
Clear complaint statements				
Appropriate complaint codes used				
Action plan developed in conjunction with resident or legal representative				
Verified complaints				
Appropriate investigative process completed				
Full names, titles and relationships of persons involved documented				
Telephone numbers documented if appropriate				
Appropriate resolution strategies developed				
Appropriate referrals to outside agencies				
Follow-up is timely and documented				
Sufficient information documented to close case				
All case activities documented within 30 days of completion				