

What is an Ombudsman?

Ombudsman is a Swedish word meaning citizen representative. Arizona, New Mexico, Utah and the Navajo Nation Long Term Care Ombudsman Program provide advocacy and assistance to residents of long term-care nursing home and assisted living facilities.

Each agency own Ombudsman Program offers a way for residents of long-term care facilities to voice their concerns and have their complaints addressed. The Navajo Nation Long Term Care Ombudsman Program work with all parties involved to resolve problems and to improve the quality of life and care for residents of long-term care nursing & assisted living facilities.

Who calls the Ombudsman Program?

- Residents of nursing home, board and care, and shelter care homes
- Families and friends of residents
- Long Term care facility staff
- Adult Protective Services, the Department of Health and community organizations.

What does the Navajo Nation Long Term Care Ombudsman Program do for nursing & assisted living home residents?

INVESTIGATES complaints received from residents and families.

ASSISTS residents to resolve complaints.

EDUCATES residents, family and staff about residents rights.

PROVIDES information and referrals regarding long-term care programs and services.

ADVOCATES improvements in state and federal laws and regulations.

IDENTIFIES and seeks to remedy gaps in services.

Ombudsman services are free and confidential

Residents' Rights

Long-term care residents have basic and Special rights under tribal, federal and state law.

Residents have the right to:

- Know about the services and charges
- Be fully informed of their total health status
- Decline medical treatment
- Maintain confidentiality of medical records
- Enjoy personal privacy
- Control their finances
- Freedom from abuse, neglect and exploitation
- Freedom from physical and chemical restraints
- Voice grievances without fear of retaliation
- Information about admissions, transfers and discharges, including the right of appeal in certain instances

