

173-14-17

Referral of complaints to the state long-term care ombudsman.

- (A) Representatives of the office shall refer to the SLTCO, in a manner established by the SLTCO, any complaints:
- (1) That pose a conflict of interest to the representative or the regional program that cannot be remedied by reassigning the complaint to another representative;
 - (2) That the client has chosen to have handled by the SLTCO;
 - (3) That are frivolous, vexatious, or not made in good faith;
 - (4) That were made so long after the actual occurrence that it is no longer reasonable to conduct an investigation;
 - (5) For which an adequate investigation cannot be conducted because of insufficient funds, staff, expertise, or other factor that could result in an inadequate investigation despite a good faith effort by the representatives; or,
 - (6) For which an injunction is sought against a long-term care facility for a violation of the ~~residents~~ residents' bill of rights pursuant to sections 3721.10 to 3721.17 of the Revised Code;
 - ~~(7) That were not successfully resolved by a representative of a regional program.~~
- (B) The SLTCO shall provide updates on the progress and disposition of a case to the referring regional program. For those complaints which the SLTCO determines do not warrant handling, the SLTCO shall notify the client and/or complainant, if possible, and the regional program of the reasons the complaint will not be handled.

Effective:

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Certification

Date

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