

Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

Date: Tuesday, February 5, 2019

Time: 10:00 am—11:00 am

Theme: Helping Older Persons and Caregivers Deal with Nursing Home Problems: The Role of the Long Term Care Ombudsman

Speaker: **Claudette Royal**, NYS Ombudsman;
Lisa Newman, Ombudsman Program Director, Region 15;
Lindsay Heckler, Staff Attorney, Center for Elder Law and Justice

Call in number: 1-605-475-6333

Access code: 6258645



Session Overview:

Over 103,000 New Yorkers reside in nursing homes. Many are elderly and often have limited informal supports. It is important to learn about nursing home care and how to select an appropriate facility to find the best care for a family member, yet most of the public is unaware of how to do so.

It is critical for the aging network to help ensure that the rights and preferences of nursing home residents are respected and protected. Fortunately, New York State has a Long Term Care Ombudsman program that can help nursing home residents and caregivers address potential issues they may have.

This session reviews the Long Term Care Ombudsman Program, tips about what to look for when selecting a nursing home, and how to address observed or suspected abuse.

In this session, you will learn about:

- The rights of nursing home residents
- How Nursing Homes are monitored
- Tips on how to select a nursing home and what to look for
- How to report a problem and the steps in the resolution process
- What to do when a nursing home does not respond
- The role of family councils



Mark Your Calendar

- » UPCOMING EVENTS
- » **ALL TEACH-INS WILL RUN FROM 10:00—11:00 AM.**

March 19: Managed Long Term Care Plans (MLTC) and how the Independent Consumer Advocacy Network (ICAN) Can Help You.

If you missed one of our past Teach-ins and would like to listen to a recorded playback of the session, or would like to know more about an upcoming one, **visit our Website at nysenior.org.**

Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

STATE  WIDE
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at
800-333-4374

Information is also available on the StateWide website at
www.nysenior.org

E-mail questions to:

StateWidePatientsRights@gmail.com