



Patient Advocates Program

DEC 15th Webinar Teach-in



Now you can call into our Webinar using your telephone, or connect using your computer.

The New York State Long Term Care Ombudsman Program: How it works and COVID Related Efforts

Date: Tuesday, December 15, 2020 **Time:** 10:00 AM—11:00 AM

Speaker: Claudette Royal, New York State Long Term Care Ombudsman

To register for the ZOOM Webinar event virtually [click HERE](#)

To connect via phone: 646-558-8656, **Webinar ID:** 839 0362 6317#

Session Overview

Over 103,000 New Yorkers reside in nursing homes and thousands more live in assisted living facilities or adult homes. They comprise the most frail and vulnerable portion of our population in New York. The Long Term Care Ombudsman Program helps protect the rights of these individuals by visiting the facilities & by responding to inquiries from residents or family members and advocating on their behalf.

During the COVID-19 pandemic the Ombudsman have been working to connect patients and family members. The New York State Office for the Aging administers this program through the Office of the State Long Term Care Ombudsman with 15 contracted regional programs throughout the state.

In this session you will learn about:

- How the NYS Ombudsman Program works
- The role of trained volunteers in the Ombudsman Program
- The rights of nursing home residents
- Efforts to assist residents and their families during the COVID-19 pandemic

STATE  **WIDE**

New York StateWide Senior Action Council, Inc.



**ALL TEACH-INS RUN
FROM 10:00—11:00 AM.**

Upcoming Teach ins:

- Jan. 26 Teach in: How to Appeal a Hospital Discharge or File a Complaint About Quality of Care. Presenter: Livanta
- If you missed an earlier Teach in, visit nysenior.org to view/listen to the recording.
- Our upcoming list of Teach ins for 2021 will be posted on our website. Please check back soon.

Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- 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

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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