

LONG-TERM CARE SELECTION ASSISTANCE

Direction Home's Long Term Care Ombudsman Program can help you make an informed choice when selecting a nursing home or assisted living facility. Our staff are here to help you make decisions during difficult and emotional times.

*Because being there
means better care...*

We can help with:

- ✓ Medicare Star Rating
- ✓ Ombudsman-verified complaint info
- ✓ Choice in Long-Term Care Selection
- ✓ Long-Term Care Quality Navigator
- ✓ Resident's Rights introduction
- ✓ Unbiased, verified info with no charge



www.dhad.org/elder-rights



**Uniontown: 800-421-7277,
then press 4**

Portage, Stark, Summit, Wayne Counties



Dennison: 800-967-0615

*Belmont, Carroll, Coshocton, Guernsey,
Harrison, Holmes, Jefferson, Muskingum,
Tuscarawas Counties*

FREQUENTLY ASKED QUESTIONS

LONG-TERM CARE SELECTION ASSISTANCE

Q: ARE THERE COSTS OR OBLIGATIONS TO USE DIRECTION HOME'S LONG-TERM CARE OMBUDSMAN PROGRAM FOR LONG-TERM CARE SELECTION ASSISTANCE?

A: Our Long-Term Care Selection Assistance is a free resource to you with unbiased, verified information. We are *not* here to cast judgements or “sell” an outcome or facility. We *are* here to help you and your loved ones make a difficult choice, easier.

Q: WHAT DO I NEED TO PREPARE TO DISCUSS MY OPTIONS?

A: We recommend to have your choices narrowed down to 3-4 facilities before reaching out for more information. This will make it easier to compare different options, and it makes the process less overwhelming.

Q: DO I NEED TO VISIT ONE OF DIRECTION HOME'S OFFICES TO RECEIVE ASSISTANCE?

A: We encourage phone conversations for this service. If you need to talk in-person, please call us to schedule an appointment at either our Uniontown or Dennison office.

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