

Frequently Asked Questions: Reporting Abuse and Neglect in Nursing Facilities

People often ask where they can report abuse and neglect that occurs in a facility, like a nursing home. Unfortunately, Ohio does not have a comprehensive statewide system for individuals to report abuse and neglect of a person with a disability. The following is a list of the different organizations that handle abuse and neglect complaints.

What is considered abuse or neglect?

There are many different types of abuse and neglect, but all types of abuse involve one person or group of people inflicting harm onto another person by either performing an action, or failing to perform an action. The following are just a few examples of abuse that should be reported:

1. Physical Harm (example: pushing, hitting, or shoving)
2. Restraint (example: being tied down)
3. Forced Medical Treatment (example: having to take medication you do not want)
4. Verbal Abuse (example: name calling or yelling)
5. Neglect (example: when someone is supposed to take care of certain things for you, but they do not)
6. Sexual Abuse (example: sexual assault, inappropriate touching, or sexual harassment)
7. Financial Exploitation (example: someone stealing money, not giving you your checks)

How do I report abuse or neglect?

Police Department

If it is a life-threatening situation, you should call 9-1-1.

For non-emergency situations, call your local non-emergency number to make a police report. Abuse is a crime and should be reported.

Disability Rights Ohio

Population Served: All people with disabilities in Ohio

Phone Number: 1-800-282-9181 (TTY 800-858-3542)

Website: disabilityrightsohio.org/need-our-help

Details: Disability Rights Ohio investigates cases of abuse, neglect, discrimination, denied services, or lack of access to public facilities. In some cases, we provide advocacy or representation. If we can't help, we'll try to connect you with someone who can.

Ohio Department of Aging: Long Term Care Ombudsman (LTCO)

Population Served: Adults receiving home care, assisted care, or in long-term care facilities

Phone Number: 1-800-282-1206

Website: aging.ohio.gov/services/ombudsman

Details: The Long Term Care Ombudsman will investigate complaints and work with you and your family to resolve problems within nursing homes and other long term care settings. You can either contact your region's LTCO office, or call the statewide hotline.

Ohio Attorney General Health Care Fraud/Patient Abuse/Neglect

Population Served: Patients in long-term care facilities

Phone Number: 1-800-282-0515 (Fraud and Abuse Office: 614-466-0722)

Website: ohioattorneygeneral.gov/About-AG/Organizational-Structure/Health-Care-Fraud/Report-Patient-Abuse-or-Neglect

Details: The Health Care Fraud Section of the Ohio Attorney General's Office investigates Medicaid fraud and patient abuse and neglect in long term care facilities. This resource is most helpful when the patient is at risk of immediate harm.

Ohio Department of Health Division of Quality Assurance

Population Served: Patients in facilities that receive Medicare or Medicaid funds

Phone Number: 1-800-342-0553

Email: hccomplaints@odh.ohio.gov

Website: www.odh.ohio.gov/odhprograms/dspc/complnt/complnt1.aspx

Details: The Ohio Department of Health will investigate complaints of any facility that receives Medicare or Medicaid funds and is licensed by the Department if there may be a violation of Medicare, Medicaid, or state regulatory requirements. If they are not able to help, they have a process to refer you to an agency that can.

Adult Protective Services

Population Served: Persons over the age of 60 (in some counties over the age of 18)

Phone Number: Look up in County Directory Here: jfs.ohio.gov/county/County_Directory.pdf

Details: Each county's department of job and family services will investigate reports of abuse, neglect, and exploitation for adults age 60 or over. Some counties will also accept reports for adults with disabilities under age 60. To make a complaint, please contact your local county's office.

Website: ohiolegalservices.org/public/legal_problem/domestic-violence/copy_of_adult-protective-services/qandact_view

Ohio KePRO

Population Served: Medicare Recipients

Phone Number: 1-800-589-7337

Website: ohiokepro.com/bene/qualityofcarecomp.aspx

Details: Ohio KePRO investigates quality of care complaints by examining medical records. If abuse is suspected due to inappropriate medical care, such as overmedication, they may be able to help.

Other Helpful Resources

Proseniors Legal Hotline

Proseniors provides free legal information, advice, and referral for Ohio residents age 60 and over. If you call their hotline, they will assist you with your problem and put you in contact with the appropriate agency to investigate further.

Phone Number: 1-800-488-6070

Website: proseniors.org

Ohio Hopes

Ohio Hopes provides resources and information for Ohio seniors to prevent fraud, neglect, abuse, and exploitation.

Phone Number: 1-800-411-2267

Website: ohiohopes.org