PCA

PHILADELPHIA CORPORATION FOR AGING



Philadelphia Long-Term Care Ombudsman Program

PCA's Ombudsman program gives those living in long-term care settings a voice in their own care. An ombudsman responds to complaints made by residents and family members; makes quality assurance visits to long-term care facilities; and consults with individuals, family members and care providers. Center in the Park is subcontracted by PCA to provide ombudsman services in Philadelphia County.

What Does an Ombudsman Do?

The ombudsman may address issues related to:

- **Residents' finances:** Access to personal funds, Medicare and Medicaid benefits, charges, and billing
- **Quality of life:** Concerns about food, physical environment, and social activities
- **Professional care:** Issues concerning medications, nursing care, physician and rehabilitative services and the use of restraints
- **Residents' rights:** Practices and policies that maintain the residents' dignity; as well as policies regarding admission, transfer and discharge
- **Information and education:** Referrals to long-term care programs; assistance in making informed decisions about long term care providers and education about residents' rights

To address concerns and complaints about these facilities, PCA partners with:

Center in the Park

- Phone number: 215-844-1829
- Website: CenterInThePark.org
- Address: 5818 Germantown Ave., Philadelphia, PA 19144

Volunteers are always needed to perform this important work.

For information on volunteering, call the PCA Helpline at 215-765-9040, or visit our website at pcacares.org for more information.