

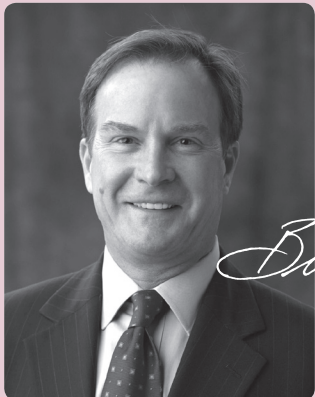
## DEAR FRIENDS

Michigan residents who are recuperating or residing in a nursing home, or other care facility, are among the most vulnerable and defenseless members of our society. In some cases, these residents have suffered abuse and neglect at the hands of those charged with caring for them.

Our Health Care Fraud Division has the responsibility to investigate and prosecute patient financial and physical abuse and neglect, and Medicaid provider fraud, statewide.

This brochure will provide the tools to: answer frequently asked questions about resident abuse and neglect; help you identify the various warning signs; and, report any instances to the Health Care Fraud Division.

I welcome the assistance of Michigan citizens as we fight to eliminate resident abuse and neglect. Together we can ensure the safety and security of our most vulnerable citizens.



Bill Schuette  
Attorney General

### REPORTING PATIENT ABUSE & NEGLECT IN RESIDENTIAL FACILITIES

- Be prepared to provide as much detailed information as possible.
- Immediately notify the Administrator or Director of Nursing at the Facility.
- Contact the State of Michigan LARA Bureau of Health Care Services:  
**800.882.6006**
- Contact the Attorney General's Health Care Fraud Division:

#### TELEPHONE

**800.24.ABUSE (800.242.2873)**

#### MAIL

**Health Care Fraud Division  
Department of Attorney General  
P.O. Box 30218  
Lansing, MI 48909**

#### ONLINE

**Patient Abuse Complaint Form:  
[www.michigan.gov/ag](http://www.michigan.gov/ag)**

### REPORTING OTHER ABUSE OR NEGLECT OF VULNERABLE ADULTS

#### TELEPHONE

**Call 911 and/or Contact Adult Protective  
Services: 855.444.3911**

## PROTECTING RESIDENTS FROM ABUSE & NEGLECT IN HEALTH CARE FACILITIES



## PROTECTING MICHIGAN'S VULNERABLE ADULTS FROM ABUSE & NEGLECT

Many Michiganders and their families depend on residential healthcare facilities to provide safe, quality services. Unfortunately, vulnerable residents are sometimes subject to abuse, neglect or mistreatment.

Patient abuse, neglect and exploitation can be physical, sexual, emotional or financial. Criminal neglect may also occur when a caregiver fails to provide treatment or care that is necessary to maintain the health or safety of the individual. In such cases, patients and their responsible parties need to know that they have somewhere to turn.

The Health Care Fraud Division employs investigators, auditors, analysts, attorneys and support staff who conduct the investigations and prosecute the offenders.



SCAN THIS CODE WITH YOUR SMARTPHONE FOR MORE INFORMATION.

## RECOGNIZING PATIENT ABUSE & NEGLECT

### PHYSICAL ABUSE

- Frequent unexplained injuries or complaints of pain without obvious injury.
- Unexplained burns or bruises.
- Passive, withdrawn and emotionless behavior, or lack of reaction to pain.
- Complaints of physical abuse.

### SEXUAL ABUSE

- Injury or bruising to the genital area.
- Difficulty in sitting or walking.
- Fear of being alone with caregivers.
- Reports or complaints of sexual assault.

### VERBAL ABUSE

- Threats, ridiculing, or cursing at patients.

### FINANCIAL ABUSE

- Mismanagement of funds by responsible party.
- Facility patient-pay amount not being paid.
- Lost, stolen or destroyed property.

### NEGLECT

- Noticeable malnutrition or dehydration.
- Lack of personal cleanliness.
- Habitually dressed in torn or dirty clothes.
- Obvious fatigue and listlessness.
- In need of medical or dental care.
- Left unattended for long periods.
- Begg for food or water.
- Bed sores.



## STOPPING PATIENT ABUSE & NEGLECT

Most caregivers treat their residents with dignity and respect, and provide appropriate care. The few who do not, however, should be reported immediately. Referrals from concerned citizens are a critical source of information for the Health Care Fraud Division. If you have a loved one in a residential care facility, be sure to:

- Visit frequently, at different times – don't be predictable.
- Ask questions about care.
- Check for bedsores and unexplained bruises.
- Watch for weight loss or dehydration.
- Note the cleanliness of the residents and the facility.
- Keep a small journal for notes after visits.
- Take your camera – successive photos can be a good indicator of a resident's well-being.
- Report any suspected abuse.

## TO REPORT SUSPICIOUS ACTIVITY

CALL THE HEALTH CARE FRAUD DIVISION HOTLINE AT: **1.800.24.ABUSE (800.242.2873)**