



Department  
of Health

Mike DeWine, Governor  
Jon Husted, Lt. Governor

Amy Acton, M.D., MPH, Director

[Today in Words()]

[Complainant Names()]

[Complainant Address()]

RE: Complaint Control Number: [Complaint Number()]

Dear [Complainant Names()]:

I want to thank you for taking the time to share with the Ohio Department of Health your concerns regarding [Facility Name()].

As a result of your information we conducted an on-site investigation of [Facility Name()] on [Exit Date (Words)()]. The investigation included a thorough review of your allegations and completion of an abbreviated survey of the facility under the provision of State and Federal regulations as appropriate. Based upon those findings, the investigating surveyors substantiated your allegations. [Facility Name()] was cited for violations of State and/or Federal regulations.

To view and print the Statement of Deficiencies online, please use the following link and filter based on the provider type and location: [http://publicapps.odh.ohio.gov/eid/Provider\\_Search.aspx](http://publicapps.odh.ohio.gov/eid/Provider_Search.aspx)

To request that a copy of the report be sent to you by mail or by email, please send a written request, including a self-addressed stamped envelope, to the address below or to [PRI@odh.ohio.gov](mailto:PRI@odh.ohio.gov). Please be sure to include the facility name and Investigation Control Number listed above. If you request a copy by mail, please note that there is no duplication charge for the first 40 pages, but you will receive a bill at 5 cents per page thereafter. We strive to process requests within 4 to 6 weeks, but the actual time may vary.

Ohio Department of Health  
Bureau of Regulatory Operations  
Public Information  
246 North High Street, 3rd Floor  
Columbus, OH 43215-2412

The mission of the Ohio Department of Health is to protect and improve the health of all Ohioans, and we are deeply committed to this work. If you have any questions, please contact [Custom Text Prompt(Kathleen Mitchell, R.N. OR Karen Gingery, R.D., L.D.)], at [Custom Text Prompt(Telephone: 330-643-1300 OR 419-245-2840)]. In addition, the Long-Term Care Ombudsman may be able to work with you to help address concerns with the provider. Your local Long-Term Care Ombudsman

246 North High Street  
Columbus, Ohio 43215 U.S.A.

614 | 466-3543  
[www.odh.ohio.gov](http://www.odh.ohio.gov)

may be reached at 1-866-243-5678.

Sincerely,

[Custom Text Prompt(Kathleen Mitchell, R.N. OR Karen Gingery, R.D., L.D.)], Survey Administrator  
Bureau of Survey and Certification

[Custom Text Prompt(Region; e.g., Eastern OR Western)] Region

[Custom Text Prompt(Initials; e.g., AA/bb)]