

Virginia Department of Health
Office of Licensure and Certification

Revised December 2018

Notifying Local Ombudsmen of Surveys

Introduction

Participation by the local Ombudsmen is integral to a facility's federal certification survey process. To expedite notification of the survey, the process has become part of the surveyor entrance conference survey activities. Please visit the [Ombudsman Website](#) to obtain correct contact information.

General rules

A. Each administrator shall assist the survey team leader in notifying the Local Ombudsman by providing the Ombudsman's fax number and allowing access to a fax machine during the entrance conference survey activities.

B. During the entrance conference, the survey team leader shall notify the Local Ombudsman via fax that the survey team has arrived on site.

NOTE: If a facility's fax machine is not operating, the facility administrator shall be responsible for notifying the Ombudsman of the arrival of the survey team.

D. A standardized form has been developed for use. The form can be duplicated as necessary.

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NOTIFICATION OF ON-SITE SURVEY

Facility Name:

Date:

Surveyors have arrived on-site for a:

Standard Survey

Revisit #___ Survey

Complaint Survey

Survey Team Coordinator:

Please fax to Ombudsman and return this document, along with a fax receipt, to the Team Coordinator.

In addition, please provide the following information:

Ombudsman Name:

Ombudsman Telephone Number: