

**Consumer Statement  
Hearthstone at Murrayhill  
Resident Care Community**

**1. Summary of the care and services we provide.**

Hearthstone at Murrayhill provides all state required services, including general assistance with activities of daily living, food service, medication assistance, housekeeping services and life enrichment activities. We also coordinate transportation and the following additional medically related services: Nursing Assessments

**2. Summary explanation of the types of care and services we do not provide.**

Hearthstone at Murrayhill does not provide the following services on a routine basis: sliding scale diabetic care, catheter care, ostomy care, assistance with feeding, medically complex diets, medically complex diagnosis, assisted death, behaviors that put resident or other residents at risk, and two person transfers.

**3. Needs that exceed the care and services we provide** If your needs exceed the care and services we provide, we will meet with you to discuss the circumstances and attempt to determine the most appropriate care plan and setting to meet your care and service needs. If we cannot properly care for you in our community due to their increased needs, we may ask you to move to a more appropriate setting. If an agreement is not reached and attempts to resolve the issue are not successful, we may issue an involuntary move-out notice.

**4. If you leave our community to receive acute medical, psychiatric, nursing facility or other care, we will conduct an evaluation before you can return to our community.** Before you can return to our community, a qualified staff person will re-evaluate your condition to determine if our community can continue to meet your needs. If we determine we can no longer meet your needs, we will issue an involuntary move out notice and they will not be permitted to return to our community. We will notify you of this determination as soon as possible and before they leave the acute care or other setting.

**5. You have the right to ask for an administrative hearing if you disagree with our decision to issue you an involuntary move out notice.** The requirements for requesting a hearing can be found on the Administrative Hearing Request form MSC 0443. You also may contact the Oregon Long Term Care Ombudsman for assistance in requesting a hearing. The phone number for that office is: 800-522-2602 or 503-378-6533.

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**6. This is how we arrange for or coordinate hospice care:**

Should the need arise, the Nurse or Administrator of Hearthstone at Murrarhill will work with you to choose a hospice provider and coordinate services.

**7. Additional Comments:** Hearthstone at Murrarhill has additional support services for our residents including, but not limited to:

Chaplain on Staff  
Resident Relations Coordinator  
Culinary Council with Food Service Director  
Personalized Chauffeured Transportation, when available

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Signature of resident or legal representative

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Date