

Consumer Statement

Summary of care and services we provide:

Milwaukie Care Center provides all state required services, including general assistance with activities of daily living, food services, medication assistance, housekeeping services and social and recreational activities. We also provide some transportation or coordinate transportation to medically related services: scheduling of appointments and transportation services for all medical, dental, mental health, optical and specialty appointments. We will collaborate with other medical service providers on the resident's plan of care, including Home Health and Hospice. We may assist with the set-up and coordination for obtaining durable medical equipment, personal care, and hygiene supplies. Subject to facility staff availability, we may be able to provide a qualified staff member or coordinate on the resident's behalf a companion to accompany the resident to their off-site appointments.

Summary explanation of the types of care and services we do not provide:

Milwaukie Care Center does not provide the following services on a routine basis: Routine assignment of facility staff to provide 1:1 care for monitoring of safety and/or behavioral issues that impact the health and wellbeing of the resident or others. The facility does not provide psychiatric or behavioral healthcare for residents experiencing physically aggressive behaviors towards others. The facility is unable to provide two persons' care or transfers. The facility is unable to provide complex insulin management, injections, IV(s), feeding tube, ostomy care or complex wound care. The facility does not provide routine nursing services or care for other medical or psychiatric conditions that become unstable or unpredictable in nature. Milwaukie Care Center does not provide medically complex diets or modified special diets.

If your needs exceed the care and services we provide, we may ask you to move out:

when your needs exceed the care and services we provide, we will meet you to discuss the circumstances, attempting to determine the most appropriate care plan and setting to meet your care and services needed. If we cannot properly care for you at our community due to your increase needs, we may ask you to move to a more appropriate setting. If an agreement is not reached and attempt to resolve the issues are not successful, we may give you an involuntary move out notice.

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 member will reevaluate your condition and determine if our community can continue to meet your needs. If we determine we can no longer meet your needs, we will issue you an involuntary move out notice and you will not be permitted to return to our community. We will notify you of this determination as soon as possible and before you leave the acute care or other setting.

Milwaukie Care Center
14107 SE Redwood Ave., Milwaukie, OR 97267
Ph: 503-659-1077 ~ Fax: 503-659-7370

You have the right to ask for an administrator hearing if you disagree with our decision to issue you an involuntary move out notice:

The requirements for requesting and hearing can be found in the administrative hearing request from MSC 0443. You also may contract 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.

Transitioning into Hospice Care:

Milwaukie Care Center will work with hospice providers to coordinate hospice care if you or your representative request it. This will consist of working with your providers to manage and administer comfort medications and provide any services needed to ensure your comfort is met.

Resident/Guardians Signature: _____ Date: _____