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**NURSING HOME COMPLAINTS:
24-HOUR HOTLINE**

House Bill 5770
Sponsor: Rep. Eileen DeHart
**Committee: Senior Health, Security
and Retirement**

Complete to 5-18-00

A SUMMARY OF HOUSE BILL 5770 AS INTRODUCED 5-11-00

The Public Health Code allows any person who believes that nursing home laws or regulations have been violated to make a complaint to the Department of Consumer and Industry Services, requesting that an investigation take place. House Bill 5770 would amend this provision to require the department to provide a toll-free consumer complaint and inquiry telephone hotline, accessible 24 hours a day and staffed at a level to ensure a response to each complaint within 24 hours. The department would have to establish a response system for the hotline that included an intake form that would serve as a written complaint, a system for forwarding an intake form to an investigator within 48 hours after the form was filled out, and for forwarding a copy of the completed intake form to the complainant within 48 hours after it was completed.

MCL 333.21799a

House Bill 5770 (5-18-00)

Analyst: D. Martens

■ This analysis was prepared by nonpartisan House staff for use by House members in their deliberations, and does not constitute an official statement of legislative intent.