

Sources by Fact

Visit Journal: A Shared Record for Everyone Who Visits. Book 10 of The Sitting Room Series.

This list matches each fact in the book to its sources, chapter by chapter. The book itself lists each source once, with the chapters that use it. Websites were checked in October 2026. Pages move and change, so search for the title if a web address no longer works.

1. Who This Journal Is For and How to Use It

A provider may, but need not, share information directly relevant to a family member's involvement in care unless the person objects, and uses professional judgment when the person cannot decide; the rule binds covered health care providers

Code of Federal Regulations. "45 CFR 164.510, Uses and disclosures requiring an opportunity for the individual to agree or to object." [ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-E/section-164.510](https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-E/section-164.510)

Code of Federal Regulations. "45 CFR 160.103, Definitions" (covered entity; health care provider). [ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-160/subpart-A/section-160.103](https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-160/subpart-A/section-160.103)

4. If Something Worries You

Stroke signs, including sudden confusion, trouble speaking, seeing, or walking, a sudden severe headache, and one-sided numbness or weakness; call 911 and note the time

Centers for Disease Control and Prevention. "Signs and Symptoms of Stroke."

cdc.gov/stroke/signs-symptoms/index.html

If the person is on hospice, call the hospice before other services, or the family might have to pay the entire cost

Medicare.gov. "Hospice Care."

medicare.gov/coverage/hospice-care

The wrong medicine or too much of one: Poison Help, 1-800-222-1222, 24 hours a day

Health Resources and Services Administration. "Poison Help."

poisonhelp.hrsa.gov

Call 911 instead if a person stops breathing, collapses, or has a seizure

Massachusetts Department of Public Health. "When to Call the Poison Control Center, and When to Call 911." mass.gov/info-details/when-to-call-the-poison-control-center-and-when-to-call-911

Confusion can come from an infection such as a urinary tract infection, or from medicines, and a rapid change in mental status calls for a health care provider

MedlinePlus, U.S. National Library of Medicine. "Delirium."

medlineplus.gov/ency/article/000740.htm

Danger signs after a blow to the head that call for 911 or an emergency room, including seizures, passing out, and unusual drowsiness; checking an older adult after a fall; blood thinners, including aspirin, raise the risk of bleeding in the brain

Centers for Disease Control and Prevention. "Still Going Strong: Information for Caregivers."

cdc.gov/still-going-strong/caregivers

Georgia: complaints about any provider licensed through DCH Healthcare Facility Regulation, 1-800-878-6442; DCH hours are weekdays 8 a.m. to 5 p.m., and complaints can be filed online

Georgia Department of Community Health. "Healthcare Facility Regulation: Complaints." dch.georgia.gov/node/9751

State of Georgia. "Report Elder Abuse." [Georgia.gov](https://georgia.gov/report-elder-abuse), last updated June 2026. georgia.gov/report-elder-abuse

The long-term care ombudsman serves nursing homes, assisted living, and similar care homes, not independent living

Legal Information Institute, Cornell Law School. "42 U.S. Code 3002, Definitions," paragraph (35), long-term care facility (Older Americans Act of 1965, section 102).

law.cornell.edu/uscode/text/42/3002

Georgia: Adult Protective Services intake for people living in the community, hours, and online form; abuse in long-term care facilities goes to DCH Healthcare Facility Regulation

State of Georgia. "Report Elder Abuse." [Georgia.gov](https://georgia.gov/report-elder-abuse), last updated June 2026. georgia.gov/report-elder-abuse

Adult Protective Services investigates abuse, neglect, and exploitation, and the Eldercare Locator or NAPSAs find the state office

U.S. Administration for Community Living. "What If I Suspect Abuse, Neglect, or Exploitation?" acl.gov/programs/protection-and-advocacy-systems/what-if-i-suspect-abuse-neglect-or-exploitation

Eldercare Locator, U.S. Administration for Community Living. "Contact Information."

eldercare.acl.gov/Public/About/Contact_Info/Index.aspx

National Adult Protective Services Association. "Help in Your Area." napsa-now.org/help-in-your-area

A Medicare home health agency must tell patients about the state home health hotline, which takes complaints and questions

Code of Federal Regulations. "42 CFR 484.50, Condition of participation: Patient rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-484/subpart-B/section-484.50

A nursing home must name a grievance official, accept grievances out loud or in writing, and give the resident a written decision with the date received and the steps taken

Code of Federal Regulations. "42 CFR 483.10, Resident rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.10

A nursing home must post the state survey agency, the licensure office, and the ombudsman program

Code of Federal Regulations. "42 CFR 483.10, Resident rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.10

Nursing home visitors of the resident's choosing, immediate access for immediate family, and reasonable clinical and safety limits for others, set out in a written visitation policy

Code of Federal Regulations. "42 CFR 483.10, Resident rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.10

The ombudsman serves nursing homes, assisted living, and similar residences

Legal Information Institute, Cornell Law School. "42 U.S. Code 3002, Definitions," paragraph (35), long-term care facility (Older Americans Act of 1965, section 102).

law.cornell.edu/uscode/text/42/3002

Georgia Department of Human Services, Division of Aging Services. "Long-Term Care Ombudsman Program."

aging.georgia.gov/node/86

The ombudsman acts with the resident's consent, or a representative's when the resident cannot give it, and in most cases needs that consent before reporting abuse

Code of Federal Regulations. "45 CFR 1324.19, Duties of the representatives of the Office." ecfr.gov/current/title-45/subtitle-B/chapter-XIII/subchapter-C/part-1324/subpart-A/section-1324.19

Finding the state ombudsman program; the Georgia number

National Consumer Voice for Quality Long-Term Care. "Get Help: Long-Term Care Ombudsman Program" state directory. theconsumervoice.org/get_help

Eldercare Locator, U.S. Administration for Community Living. "About." eldercare.acl.gov/Public/About/Index.aspx

Georgia Department of Human Services, Division of Aging Services. "Long-Term Care Ombudsman Program." aging.georgia.gov/node/86

A hospital must have a grievance process, tell patients whom to contact, set time frames, and give a written decision

Code of Federal Regulations. "42 CFR 482.13, Condition of participation: Patient's rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-482/subpart-B/section-482.13

The fast appeal of a hospital discharge goes to the BFCC-QIO, no later than the day of discharge; a later request may leave the family paying; some people changed from inpatient to observation can ask for a fast appeal

Code of Federal Regulations. "42 CFR 405.1206, Expedited determination procedures for inpatient hospital care." ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1206

Medicare.gov. "Getting a Fast Appeal in a Hospital." medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital

Code of Federal Regulations. "42 CFR 405.1210, Expedited determination procedures for a change in patient status." ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1210

Hospice: fast appeal through the BFCC-QIO, by the deadline on the notice, usually noon the day before services end

Medicare.gov. "Your Right to a Fast Appeal."

[medicare.gov/claims-appeals/your-right-to-a-fast-appeal](https://www.medicare.gov/claims-appeals/your-right-to-a-fast-appeal)

Code of Federal Regulations. "42 CFR 405.1202, Expedited determination procedures for provider services." [ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1202](https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1202)

Hospital quality complaints to the state survey agency or the BFCC-QIO

Medicare.gov. "Filing a Complaint About Your Quality of Care."

[medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care](https://www.medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care)

Two companies serve as BFCC-QIOs, each for certain states; Georgia's is Acentra Health, 1-888-317-0751

Medicare.gov. "Filing a Complaint About Your Quality of Care."

[medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care](https://www.medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care)

Acentra Health, BFCC-QIO under contract with the Centers for Medicare & Medicaid Services. "Georgia: Beneficiary Helpline." acentraqio.com/bene/statepages/georgia

Skilled nursing and home health: a notice at least 2 days before Medicare-covered services end, and a fast appeal to the BFCC-QIO by noon the day before the date on the notice

Medicare.gov. "Your Right to a Fast Appeal."

[medicare.gov/claims-appeals/your-right-to-a-fast-appeal](https://www.medicare.gov/claims-appeals/your-right-to-a-fast-appeal)

Code of Federal Regulations. "42 CFR 405.1202, Expedited determination procedures for provider services." [ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1202](https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1202)

Hospice nursing services must be routinely available 24 hours a day, 7 days a week

Code of Federal Regulations. "42 CFR 418.100, Condition of participation: Organization and administration of services." [ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-418/subpart-D/section-418.100](https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-418/subpart-D/section-418.100)

The BFCC-QIO takes complaints about the quality of Medicare-covered care from any provider except dialysis facilities

Medicare.gov. "Filing a Complaint About Your Quality of Care." [medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care](https://www.medicare.gov/claims-appeals/file-a-complaint-grievance/filing-a-complaint-about-your-quality-of-care)

Centers for Medicare & Medicaid Services. "Beneficiary and Family Centered Care Quality Improvement Organizations." [cms.gov/bfcc](https://www.cms.gov/bfcc)

6. Care Meetings

Nursing home residents and their representatives take part in the care plan where practicable, and the plan is reviewed after every assessment, including the quarterly reviews

Code of Federal Regulations. "42 CFR 483.21, Comprehensive person-centered care planning." [ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.21](https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.21)

Where to Get Help

Eldercare Locator number and hours

Eldercare Locator, U.S. Administration for Community Living. "Contact Information."

eldercare.acl.gov/Public/About/Contact_Info/Index.aspx

Eldercare Locator, U.S. Administration for Community Living.

"About." eldercare.acl.gov/Public/About/Index.aspx

988 by call, text, or chat

988 Suicide and Crisis Lifeline. "Get Help."

988lifeline.org/get-help

Substance Abuse and Mental Health Services Administration.

"Crisis Help." Updated June 3, 2026.

samhsa.gov/find-support/in-crisis

Finding the state ombudsman program; the Georgia number

National Consumer Voice for Quality Long-Term Care. "Get Help: Long-Term Care Ombudsman Program" state directory.

theconsumervoice.org/get_help

Georgia Department of Human Services, Division of Aging Services. "Long-Term Care Ombudsman Program."

aging.georgia.gov/node/86

Adult Protective Services through the Eldercare Locator or NAPSAs; Georgia routes and hours

U.S. Administration for Community Living. "What If I Suspect Abuse, Neglect, or Exploitation?" acl.gov/programs/protection-and-advocacy-systems/what-if-i-suspect-abuse-neglect-or-exploitation

National Adult Protective Services Association. "Help in Your Area." napsa-now.org/help-in-your-area

State of Georgia. "Report Elder Abuse." [Georgia.gov](https://georgia.gov/report-elder-abuse), last updated June 2026. georgia.gov/report-elder-abuse

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services