

## TIPS to Make Sure the CARE Act Helps You

Hospitals began complying with the CARE Act beginning October 1, 2015. After this date, all patients and their family caregivers should benefit from the supports provided by the CARE Act. To make sure you are receiving this help, here are a few steps you can take:

### While in the hospital

- ♥ Talk with hospital staff caring for you or your loved one. This would likely be your nurse or a hospital social worker, who are in the best positions to understand and help.
- ♥ You may also ask about and reach out to the department dedicated to addressing patient concerns, like Patient Relations, Patient Advocate, Guest Relations, Ombudsman or Customer Service.
- ♥ If you are a patient, ask for the opportunity to designate a caregiver in your medical record.
- ♥ If you are a family caregiver, be proactive in asking to set up a time to receive instruction from hospital staff about any aftercare you will perform at home, and ask for a demonstration if you believe this would be helpful.

### After the hospital stay if there is still an issue

- ♥ If you believe you did not get all of the support provided by the CARE Act, you can file a Nevada Bureau of Health Care Quality and Compliance (HCQC) complaint by calling 1-888-333-1597.
- ♥ HCQC licenses Nevada hospitals and is charged with investigating complaints about them.
- ♥ You can also send HCQC a written complaint. Be specific and keep a copy of your documents.
  - ✓ By Mail:

#### **Northern Nevada**

727 Fairview Drive, Suite E  
Carson City, NV, 89701

#### **Southern Nevada**

4220 S. Maryland Pkwy, Suite 810, Bldg, D  
Las Vegas, NV, 89119

- ♥ An investigation could take several days or weeks to complete depending on the type of complaint.
- ♥ If there is an investigation and it finds there was a violation, HCQC issues a report outlining the problem and the hospital responds with a plan saying how they will make corrections.
- ♥ You should hear from HCQC about how they responded to your complaint. Feel free to contact them if you don't hear from them after a reasonable amount of time.

### Disclaimer

This tip sheet is intended to inform consumers about rights and resources and should not be construed as legal advice. When considering any action regarding the information contained herein, you should always consult your legal professional.

## What is the CARE Act?

Nearly 350,000 Nevada residents care for older parents, spouses and loved ones, helping them to live independently in their own homes. These family caregivers have a huge responsibility and now the state of Nevada has taken action to help them when their loved ones go into the hospital and as they transition home.

In 2015, Nevada passed a new law called the CARE Act. This law requires hospitals to:

1. Provide you the opportunity to designate a family caregiver.
2. Inform your caregiver when you are to be discharged to another facility or back home.
3. Provide an explanation and demonstration of any medical tasks your caregiver will need to perform at home.

**For free wallet cards with information about the CARE Act and other caregiving resources, call AARP's Caregiving Resource Center at 877-333-5885 or visit [aarp.org/nv](http://aarp.org/nv)**

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