

GUIDANCE §483.10(g)(6)-(9)

Resident access to telephones in staff offices or at nurses' stations alone does not meet the provisions of this requirement. Examples of facility accommodations to provide reasonable access to the use of a telephone without being overheard include providing cordless telephones or having telephone jacks in residents' rooms.

The facility is responsible for providing reasonable access to the internet to the extent it is available onsite. Computers in public areas for general use must be located in a manner to protect resident privacy in email, communications, and internet use.

POTENTIAL TAGS FOR ADDITIONAL INVESTIGATION

If concerns are identified regarding charges to the resident for access to internet, telephone, etc., refer to §483.10(f)(11), F571.

If concerns are identified to indicate a resident is being denied the right to private communication, refer to §483.10(h), F583, Privacy and confidentiality.

F577

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.10(g)(10) The resident has the right to-

- (i) Examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility; and**
- (ii) Receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.**

§483.10(g)(11) The facility must--

- (i) Post in a place readily accessible to residents, and family members and legal representatives of residents, the results of the most recent survey of the facility.**
- (ii) Have reports with respect to any surveys, certifications, and complaint investigations made respecting the facility during the 3 preceding years, and any plan of correction in effect with respect to the facility, available for any individual to review upon request; and**
- (iii) Post notice of the availability of such reports in areas of the facility that are prominent and accessible to the public.**
- (iv) The facility shall not make available identifying information about complainants or residents.**

DEFINITIONS §483.10(g)(10)-(11)

“Place readily accessible” is a place (such as a lobby or other area frequented by most residents, visitors or other individuals) where individuals wishing to examine survey results do not have to ask to see them.

“Results of the most recent survey” means the Statement of Deficiencies (Form CMS-2567) and the Statement of Isolated Deficiencies generated by the most recent standard survey and any