

## Ohio Administrative Code

Rule 173-14-19 Case records and reporting of core services.

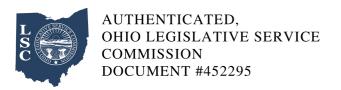
Effective: November 10, 2025

## (A) Reporting:

- (1) The complaint case record shall include only objective observations of items revealed during the course of the investigation, including the client's physical condition, behavior, conversations, and when appropriate to a complex complaint, any data required in ODIS.
- (2) Reporting of advocacy and general-information services shall include only the objective information required in ODIS.
- (3) Representatives shall report all activity in ODIS within six days after the activity is performed.
- (B) Records retention: The regional programs shall use the same records-retention schedules as the SLTCO.

## (C) Access:

- (1) Access to complaint case records and other reports of ombudsman activity contained in ODIS is limited to an ombudsman.
- (2) Information contained in any records, including complaint case records, maintained by the office or by court order. The SLTCO's discretion is subject to the considerations under 45 C.F.R. 1324.13(e)(2).
- (3) An outside party may request a record (either in whole or in part), deposition, or testimony in an administrative or judicial proceeding by making a request to the office or the regional program responsible for the client's service area.
- (4) The SLTCO or the SLTCO's designee shall secure consent by one of the means under paragraph



- (H) of rule 173-14-16 of the Administrative Code.
- (5) The SLTCO or the designee of the SLTCO may consult with, and obtain services from, assigned legal counsel as needed.
- (6) When an ombudsman advocates for a client at an administrative hearing (e.g., discharge hearing, medicare/medicaid appeal hearing) according to an agreed-upon action plan, the ombudsman may present records obtained during the course of investigation, including medical records, according to ombudsman laws, rules, and policies to protect confidentiality.