



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.