Care Rights · A worksheet for residents and caregivers

They sent a message. What do I have in writing?

Use one sheet for one question. Keep the message, attachment and any later version together.

Start with the resident

What would you like answered? Who would you like involved?

Ask the records office what permission it needs for this request. A health care power of attorney can have limits. Keep a copy and note who checked it.

Find the original message

Circle how it arrived · Call / Text / Email / Secure portal / Paper

When did it arrive? Who sent it?

Which attachment or page could I open?

A secure email may only announce a message. If a link expired, ask for a new secure copy. Keep the original alongside any revision.

Ask for the record that would answer the question

“Could you send the dated record covering these services? How can I confirm your office received my request?”

For therapy, ask for the dated therapy note. For a submission, ask for the receiving plan’s receipt. For a changed bill, ask for both statements and the ledger.

When and how did I ask? Who received it?

What does the page show? What is missing?

Who will follow up, how can I reach them, and by when?

Need help talking with a Florida nursing home?

Florida’s Long-Term Care Ombudsman Program offers free, confidential help. For private details, call 1-888-831-0404. The program says its online contact form is a public record.

Prepared by Growth Stack Technologies. Sources checked November 26, 2026. Florida contact information. Federal records guidance for Medicare- or Medicaid-certified nursing homes. Other settings and state procedures can differ. 42 CFR 483.10(g)(2) · HHS guidance on personal representatives.