



**House  
Legislative  
Analysis  
Section**

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**NURSING HOME COMPLAINTS:  
24-HOUR TOLL-FREE HOTLINE**

**House Bill 4056**

**Sponsor: Rep. Patricia Birkholz**

**Committee: Senior Health, Security and  
Retirement**

**Complete to 2-2-01**

**A SUMMARY OF HOUSE BILL 4056 AS INTRODUCED 1-31-01**

The Public Health Code allows any person who believes that nursing home laws or regulations have been violated to make a complaint to the Department of Consumer and Industry Services, requesting that an investigation take place. House Bill 4056 would amend this provision to require the department to provide a toll-free consumer complaint and inquiry telephone hotline, accessible 24 hours a day and staffed at a level to ensure a response to each complaint within 24 hours. The department would have to establish a response system for the hotline that included an intake form that would serve as a written complaint, a system for forwarding an intake form to an investigator within 48 hours after the form was filled out, and for forwarding a copy of the completed intake form to the complainant within 48 hours after it was completed.

The bill would delete the current requirement that complaints be submitted in writing (although consumers could still choose to complain in writing) and the hotline provisions would replace the current provisions regarding the department's assisting complainants in reducing their oral complaint to writing. Under the bill, oral complaints would be made through the hotline.

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