

STATE OF KANSAS

DEPARTMENT OF HEALTH AND ENVIRONMENT
DIVISION OF PUBLIC HEALTH
CURTIS STATE OFFICE BUILDING
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GOVERNOR JEFF COLYER, M.D.
JEFF ANDERSEN, SECRETARY

HEALTH FACILITIES PROGRAM (HFP)
HOME HEALTH HOTLINE COMPLAINT PROCESS

Step 1: Contact the Complaint Hotline

Abuse and Neglect Hotlines

Nursing Homes, Hospital, Ambulatory Surgery Centers,
Home Health Agency, etc.

“Abuse, Neglect, and Exploitation Complaint Hotline”

Kansas Department for Aging and Disability Services (KDADS)/ Kansas
Department of Health and Environment (KDHE)

1-800-842-0078

Hours of Operations

8:00-12:00 and 1:00-4:00

Monday thru Friday

***Contact law enforcement** also in the event of a suspected or actual crime to protect your patients, clients, caregivers, agency, and/ or staff when issues arise. Issues can range from any crime to include potential or suspected theft, drug diversion, assault and battery, et al.

Law enforcement has the ability to investigate and determine if charges are appropriate.

If you suspect abuse or neglect of a child/ adult person, you should call:

•Domestic/community abuse:

Kansas Department for Children and Families (DCF)

Adult Protective Services/ Child Protective Services

1-800-922-5330

Step 2: Complete the Facility Form and submit it to KDHE.

This provides the additional information and details needed to research your concerns and complaints.

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Health Facility Surveyor- Risk Manager/ OASIS Education Coordinator

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PLEASE NOTE: Effective September 30, 2016, my email changed to Nelleda.faria@ks.gov. Emails sent to the old address will be forwarded for approximately one year.