

# Red Flag Reporting



**Red Flag Reporting** allows family members, employees, and vendors to report concerns regarding activity within the facility. This service is 100% independent from the facility and allows reporters to remain completely anonymous if they choose. We encourage families and residents to work with supervisors and management staff at the facility, but if that doesn't get results, we have **Red Flag Reporting** as an alternative reporting option. Reference the flow-chart below on how to report concerns. If you choose **Red Flag Reporting**, please give as much information as possible to resolve the situation and be assured that if you leave your contact information, it is kept confidential with **Red Flag** if you choose that option.

## What are some examples of what can be reported?

- HIPAA Privacy Complaints
- Safety Issues
- Substance Issues
- Theft
- Resident Care Concerns
- Deliberate Mishandling of Resident Funds
- Intentional Billing Errors
- Unethical Behavior
- Billing for services not rendered

## Pathway for Reporting Concerns



Report concerns safely and securely 24/7 via our online submission form.

[www.redflagreporting.com](http://www.redflagreporting.com)

You may also contact 1-877-64-RedFlag (1-877-647-3335) if internet access is unavailable

Use Client Code: 5 1 3 7 3 2 6 5 0 0