

Instructions to Access Minnesota Office of Health Facility Resolved Complaints

- A. In your internet search area, type in **"MN MDH"**.
- B. Click on the first listed item which should be **"Minnesota Department of Health"**.
- C. In the upper right corner in the search box type **"OHFC Resolved Complaints"**.
- D. Click on 2nd listed item **"Investigating a Complaint with the Office of Health Facility Complaints"**.
- E. Scroll down on the page and click on **"View Resolved Office of Health Facility Complaints"**.
- F. Your screen should look like this:

The screenshot shows the Minnesota Department of Health (MDH) website. The header includes the MDH logo and navigation links: HOME, TOPICS, and ABOUT US. A search bar is located in the top right corner. The main content area is titled "Search for Minnesota Health Care Provider Complaints". On the left, there is a sidebar with links: Office of Health Facility Complaints, Office of Health Facility Complaints Home, What We Can Investigate, Investigating a Report or a Complaint, Appeals Process, View Resolved Complaint Findings, Nursing Home Provider Login, Elder and Vulnerable Adult Abuse Prevention Working Groups, and Contact OHFC. The main search area contains "Search Tips" and a multi-step search form. Step 1 is "Select a provider type" with a dropdown menu. Step 2 is "Complete one of the 4 selection criteria listed below" with four options: 1) By County (with a "Which County" dropdown), 2) By City (with a "Which City" dropdown), 3) By Provider Name (with a "Which Provider" dropdown), and 4) Select All (with a red link "May produce a large output list."). Step 3 is "Select investigation findings" with a dropdown menu. Step 4 is "Complete one of the 3 selection criteria listed below" with three options: 1) By Complaint Resolved Date (with "Start Date" and "End Date" dropdowns), 2) By Date of Web Posting (with "Start Date" and "End Date" dropdowns), and 3) Select All (with a red link "May produce a large output list."). Step 5 is "Submit your selection" with "Submit" and "Reset" buttons.

- G. Follow the Search Tips listed above the box.
- H. Inside the box, for **step 1**, select a provider type: choose **"All"**.
- I. **Step 2**, make your choice of county, city, provider name or all.
- J. **Step 3**, you must choose either **"substantiated"**, **"unsubstantiated"** or **"inconclusive"**.
- K. **Step 4**, choose **"complaint by resolved date"** and change the **"end date"** to **"2019"**.
- L. **Step 5** – Click on **submit** and follow instructions on that page of listed facilities.