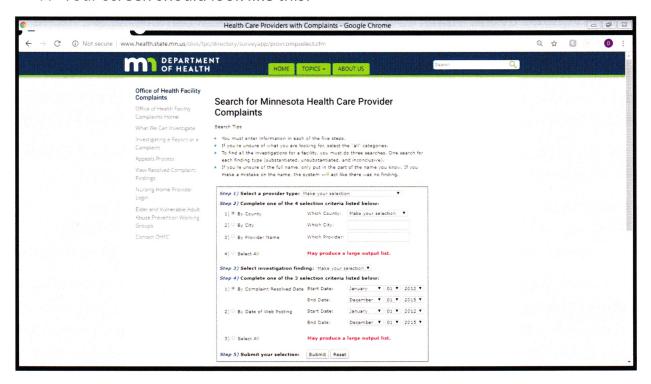
Instructions to Access Minnesota Office of Health Facility Resolved Complaints

- A. In your internet <u>search</u> area, type in "MN MDH".
- B. <u>Click</u> 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 "<u>View Resolved Office of Health Facility</u>

 Complaints".
- F. Your screen should look like this:



- 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.