



Indiana State  
Department of Health

# LONG TERM CARE NEWSLETTER

**ISDH Long Term Care Newsletter**  
**Issue 2020-30**  
**April 30, 2020**

**Today's Issue:**

- **LTC Update**
  - **COVID-19 Information**
  - **Family Outreach Email**
  - **LTC Newsletter Website**

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## LTC Update

### COVID-19 Information

The following information was originally sent in the LTC Newsletter 2020-29. Please be aware that the “Long-Term Care Facility Communication Guidelines” are effective Monday, May 4, 2020.

- [Long-Term Care Facility Communication Guidelines-Effective 05/04/2020](#)
- [Strategies for dealing with COVID-19 in memory care units](#)

### Family Outreach

The Family Outreach email, [familyoutreach@isdh.in.gov](mailto:familyoutreach@isdh.in.gov), is now available on the COVID-19 Public Resource and Professional Resource websites. This email is for individual to report any problems getting COVID-19 information about a loved one in a nursing home or residential facility. Information received in the email will be reviewed by a LTC surveyor. The individual will be contacted and the facility, if necessary. If the situation cannot be resolved the information will be sent to the Indiana State Ombudsman for review and follow up.

### LTC Newsletter Website

During the COVID-19 pandemic the ISDH Division of Long Term Care (LTC) has developed many LTC Newsletters. These newsletters contain important information and

updates from ISDH, Centers of Medicare & Medicaid Services (CMS), and Centers for Disease Control & Prevention (CDC). The entire list of all 2020 LTC Newsletters are available at: <https://www.in.gov/isdh/28476.htm>

To subscribe to the LTC Newsletter, please email [LTCNews@isdh.in.gov](mailto:LTCNews@isdh.in.gov) and include the email address(es) you wish to receive the newsletters.