

Thank you for submitting your facility's monthly acute Transfer/Discharge reports and individual Notices of Transfer/Discharge to the State Ombudsman through our secure external portal. Please know that upon submission through the portal, you will receive a confirmation number that your document(s) have been successfully submitted to the office of the State Ombudsman. While your report uploads appear to be going well from this end, I just want to remind you of three important items:

- Please **make sure your facility's name is on the report** you're submitting through the portal.
- **Do not include special characters such as &, \$, %, etc., in your file-naming convention** for the documents you submit. File names should include letters, numbers, and/or spaces, and be limited to 100 characters.
- Please **check the box on the submittal webpage if you are facility staff**; this will ensure your documents can be "attached" to your facility in our database.

For those of you still submitting your documents to the State Ombudsman via fax or email, quick-step instructions for using the external portal are as follows:

#### **Quick Step Guide to Uploading Documents to the LTC Ombudsman Program:**

Open a web browser and navigate to the following URL: <https://in-ombudsman-pff.peerplace.com/>

- Complete the web page, entering data into the applicable fields.
- **IMPORTANT** - Make sure to check the box if you are facility staff submitting a monthly report or a Notice of Transfer/Discharge. This ensures your uploaded documents are "attached" to the appropriate facility in the Ombudsman database and can be accessed by the local LTC Ombudsman.
- If you are uploading one document pertaining to a specific resident, please make sure you include the name of your facility and contact information on the attachment.
- If you are uploading numerous documents (you can upload up to ten documents at one time), you need only complete the facility name and contact information one time.
- Once you have uploaded all documents, click on "Process Request" at the bottom left of the page.
- You will receive a pop-up confirmation message that your files have been successfully uploaded along with a unique 32-character identifier. For ease of use, we recommend facilities **create dated folders/files of submitted documents along with a screenshot file of the submission message/#identifier. When asked to produce proof of submission, it should be easily accessible to you according to date.**