

WE CARE

As a Member of the Nebraska Health Care Association

WE, _____,
(NAME OF FACILITY)

VOLUNTARILY SUBSCRIBE TO:

COOL LINE

If you have a concern or complaint, please talk to someone at our facility that can address your issue:

Facility Administrator Name: _____

If you are not comfortable talking to our facility administrator, contact the Cool Line; and staff at the Nebraska Health Care Association will work with you to resolve a concern or complaint or provide appropriate resources.

Call:
(402) 435-3551

Write:
Nebraska Health Care Association
Attention: Cool Line
3900 Northwest 12th Street, Suite 100
Lincoln, Nebraska 68521

E-mail:
coolline@nehca.org

The Cool Line is a CONFIDENTIAL service provided by the Nebraska Health Care Association to nursing and assisted living facility residents, family members, employees, concerned citizens, or others. Cool Line provides an opportunity to discuss a concern or complaint.

