

It's not too late to stop the hurt and harm.

It is hard to let someone know that you think abuse or neglect is taking place.

Call your care team if you or someone you know is being abused, neglected or mistreated.

Your care team can help in many ways. They can help reduce or eliminate the danger and make things better. When you call, we will ask you:

- What happened
- When it happened
- Where it happened
- Is it still taking place

State laws protect people who report abuse, neglect or financial exploitation in good faith.

If you or someone you know is in immediate danger, call 911.

Your Care Team

Care Manager

Name: _____

Phone: _____

Registered Nurse

Name: _____

Phone: _____

Freedom to Make Your Own Decisions

Some licensed professionals in Wisconsin must report abuse, neglect or financial exploitation if they think it is happening.

Wisconsin laws allow able adults to decide where and how they live. Adults may also decide whether they want professionals involved in their lives. Able adults may not refuse to have an abuse worker review their situation. However, they may refuse help that is offered.

A decision to interfere with an adult's right to make his or her own decisions must be made very carefully. The decision must be based on the belief that the adult is in a very harmful or dangerous situation. The problems must be so unsafe or risky that they override the usual right to be left alone.



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Wisconsin Department of Health Services
Division of Medicaid Services
Bureau of Programs and Policy
Bureau of Quality and Oversight
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Understanding Abuse, Neglect and Financial Exploitation



Hurting Someone is Never a Sign of Caring

Examples of incidents to report:

- Suspected abuse, neglect, or financial exploitation;
- Personal property, such as money or valuables, are missing;
- Admission to the hospital (at any time, for any reason);
- A caregiver or provider kept you away from family or friends;
- A caregiver or provider restrained you without your permission;
- Required medical attention due to a medication, a fall, or an accident; and
- You called the police to investigate something that happened or that you suspect happened.



You, or your family member, should contact your Care Manager or Nurse to report an incident as soon as possible. If you are having an emergency, call 911. Only after you are safe, should you contact your Care Manager or Nurse.

Do not be afraid to report an incident. If you do not have all of the information at first, report what you know.

If you are in danger or need help FAST – call 911 IMMEDIATELY!

What will happen when you call?

Your Care Manager or Nurse will:

- Ask questions about what happened;
- Make sure you are comfortable and safe; and
- Fill out a report and send it to the State of Wisconsin Department of Health Services

After your call, we will look into what happened and discuss our review with you. We will also suggest how to avoid this type of incident in the future.

