

## 2947 – OFFICE OF REGULATORY SERVICES (DHR)

<b>POLICY STATEMENT</b>	<p>The Office of Regulatory Services is responsible for licensing, registering, and certifying a variety of health and childcare programs. This is accomplished through periodic inspection and the investigation of complaints. It works to ensure that facilities and programs operate at acceptable levels, as mandated either by the state statutes and rules and regulations adopted by the Board of Human Resources. ORS also certifies various health care facilities to receive Medicaid and Medicare funds through contracts with the Center for Medicare and Medicaid Services of the U.S. Department of Health and Human Services.</p>
<b>BASIC CONSIDERATIONS</b>  <div data-bbox="415 779 581 852"><b>Child Care Programs</b></div> <div data-bbox="415 999 581 1073"><b>Health Care Facilities</b></div>	<p>ORS inspects and licenses day care centers, group day care homes, residential care facilities, and private adoption agencies. The office also registers family day care homes, which are private residences that provide care for three to six children, and inspects a sample of these homes yearly.</p> <p>ORS regulates both long-term and primary care facilities. Long-term care facilities include skilled nursing homes and intermediate care nursing homes and personal care homes. Primary care facilities and programs include general and specialized hospitals, clinical laboratories, home health agencies, rehabilitation centers, end-stage renal centers, drug abuse treatment facilities, hospices, ambulatory surgical treatment centers, x-ray machines, and several other types of facilities such as rural health clinics. Many of the regulated health care facilities are certified by ORS for reimbursement under the Medicare and Medicaid programs.</p> <p>More detailed information about specific programs, including a like to applicable rules and regulations can be found at <a href="http://www2.dhr.state.ga.us/departments/dhr/org">www2.dhr.state.ga.us/departments/dhr/org</a>. A listing of all regulated providers is also available at that site.</p>

**BASIC  
CONSIDERATIONS  
(cont.)**

Complaints about regulated programs can be submitted by telephone or in writing. Complaints about regulated programs can be submitted by telephone or in writing. Complaints concerning childcare programs can be filed by calling 404-657-5563. Complaints regarding health care facilities can be filed by calling 404-657-5726 or 1-800-878-6442. Written complaints for all programs can be sent to:

Office of Regulatory Services  
Complaint Unit  
2 Peachtree St, N.W.  
Room 32-415  
Atlanta, Georgia 30303-3142