Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11968390	A. BUILDING: _____ B. WING _____	05/29/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MERLOX HAVEN LLC	3151 GRANADA BLVD KISSIMMEE, FL 34746

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	Initial Comments A complaint investigation #2019003378 was conducted at Merlox Haven on [redacted] A deficiency was identified at the time of survey.	A 000		
A 164	58A-5.024(4) FAC Records - Inspection Availability (4) RECORD INSPECTION. (a) The resident's records must be available to the resident; the resident's legal representative, designee, surrogate, guardian, attorney in fact, or case manager; or the resident's estate, and such additional parties as authorized in writing or by law. (b) Pursuant to Section 429.35, F.S., agency reports that pertain to any agency survey, inspection, or monitoring visit must be available to the residents and the public. In facilities that are co-located with a licensed nursing home, the inspection of record for all common areas is the nursing home inspection report. This Statute or Rule is not met as evidenced by: Based on resident record review and interview the facility failed to make a resident's record available to the resident's legal representative; for 1 of 2 sampled residents. Findings: In a telephone interview on at 9:30 AM the administrator said whenever there was a records request in person as long as it is the right person, she just gave it to the individual. As for written requests she had one for resident #1 and she took the record with her to make copies. She explained that she planned to give the copies (mailed / delivered) to the attorney that requested the record.	A 164		

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A 164	Continued From page 1 On at the administrator provided a records request letter on a legal firm's letterhead dated and signed by the resident's son. She said took the record with her to make copies. She explained that she planned to give the copies to the attorney that requested the record but had not given the copies. In a telephone interview on at 2:15 PM with the administrator who said the third party had requested an invoice of the cost and she submitted an invoice . Class	A 164		