



Health & Safety Division Health Facilities

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Complaints & Abuse Hotlines

Health Facilities Complaints Hotline
hfd_complaint@dia.iowa.gov
1.877.686.0027

Home Health Agency Complaint Hotline
1.800.383.4920

Complaints FAX
515.281.7106



Medicare Services Unit

Hema Lindstrom, Unit Supervisor
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515.250.8646

Hospitals, PPS Units, Portable X-Ray, Rural Health Clinics
Renee Andrews, Program Coordinator
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515.344.2273

Home Health Agencies and Hospices
Barbara Rasmussen, Program Coordinator
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End-Stage Renal Disease Units, Ambulatory Surgical Centers, CORFs, & Rehabilitation Agencies
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OASIS Education Program
Wendi Lippens, Program Coordinator
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Division Administrator
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Acute & Continuing Care Bureau Chief
Linda Kellen
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515.205.1923



Direct Care Worker Registry & Health Care Employment Agencies

Milissa Patmore
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515.381.7835



Clinical Laboratory Improvement Amendments (CLIA) Program

Kristine Rotzoll, CLIA Compliance Manager (State Hygienic Laboratory)
kristine-rotzoll@uiowa.edu
319.335.4500 or 1.800.421.IOWA



Resident Assessment Instrument (RAI) Coordinator

Kelly Sheldon, Health Facilities Surveyor
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Adult & Special Services Unit

Catie Campbell, Unit Supervisor
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Intermediate Care Facilities for the Intellectually Disabled & Assisted Living Programs that begin with A-L
Kristina Dolsen, Program Coordinator
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Residential Care Facilities and Children's Services & Assisted Living Programs that begin with M-Z
Deb Dixon, Program Coordinator
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Health & Safety Division Long-Term Care Bureau

Long-Term Care Bureau Chief
Vicki Worth
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Long-Term Care Unit I

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● **Kimberly Guthrie, Program Coordinator (Southeast)**
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● **Christine Parbs, Program Coordinator (Central)**
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515.238.2055



Long-Term Care Unit II

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● **Dawn Carlson, Program Coordinator (Northwest)**
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● **Jeana Becker, Program Coordinator (North Central)**
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Long-Term Care Unit III

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● **Joe Saddler, Program Coordinator (Northeast)**
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● **Patricia Gray, Program Coordinator (Southwest)**
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