

**481—50.12 (135C) Requirements for service.** At each inspection, the facility shall provide the most current contact information for the purpose of service of departmental notices. A statement of deficiencies or citation shall be served upon a facility using one of the following methods.

**50.12(1) *Electronic mail.*** If a facility has electronic mail, electronic mail shall be used for service of statements of deficiencies and citations. If electronic mail is used, the following shall be complied with:

*a.* The department shall send the electronic message return receipt requested. The response from the return receipt shall officially document receipt of the service and the date of receipt.

*b.* A facility shall allow the electronic return receipt to be returned to the department and shall not delay the sending of the return receipt.

*c.* If the department has not received the return receipt within three business days of sending the service via electronic mail, the department shall contact the facility to verify the receipt of the service.

**50.12(2) *Certified mail.*** If a facility does not have access to electronic mail, the service shall be sent via certified mail, return receipt requested.

**50.12(3) *Personal service.*** The department may choose to personally serve the notice upon the health care facility by delivering a copy of the statement of deficiencies or citation to the health care facility and presenting the copy to the facility.

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