

Helpful Information for Patients and Families



Welcome to Providence Regional Medical Center

Thank you for giving us the opportunity to provide your health care. Each and every caregiver in our organization is committed to ensuring your experience with us is one of compassion and care. Our facilities are equipped with state of the art technology, but what you will remember from your experience at Providence are the physicians, nurses, housekeepers and caregivers you come in contact with – it is our people that make us one of the best hospitals in the country.

Our goal is to provide you with high quality medical care during your time with us, and we believe that quality care is a result of our partnership with you and your family. Our philosophy of “Patient and Family Centered Care” is what guides the work we do each day. We want your visit to be safe and comfortable, and we hope you will find that this booklet eases your way.

If you have questions please don't hesitate to reach out to any one of your caregivers, or use this booklet to find a helpful phone number. We are here to assist you – just ask!

Kim E. Williams

Kim Williams
Chief Executive



Thank you for trusting us to care for you and your loved ones.

As your caregivers at Providence, we follow a call to be expressions of healing love and to support you with compassion and care. We want to meet you in this vulnerable time as a healing presence. As we partner with you in your care, please help us understand what is most helpful to you and your loved ones with you. We are listening for how we can better know you, care for you and ease your way.

Peace,













A handwritten signature in black ink, appearing to read 'Barry Stueve'. The signature is fluid and extends to the right with a long horizontal stroke.

Barry Stueve
Vice President of Mission Integration and Spiritual Care





What you'll find in this booklet

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Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Core Values

Compassion • Dignity • Justice • Excellence • Integrity



Be a Partner in Your Care

Learn the names of the providers who are caring for you here.

Share your current medical history and any changes in your health with all who treat you.

Speak up if you don't understand your care or treatment. Let us know if something doesn't seem right.

Ask questions if you don't understand the answer, please ask again. Include in your questions:

- Do I still need my IV? My catheter?
- How is my skin? When will I have a bath?
- How is my blood sugar?
- When can I eat?
- Am I on antibiotics? Why?

Avoid falls

Call us to help every time you want to get out of bed or can't reach something. Help us make sure everything you need is within reach.

Make sure you receive the right care

For your safety, we will ask your name and birth date before any procedure and before giving you any medicine.

Help us manage your pain

As part of your plan of care, you may be prescribed opioids to relieve your pain. Your comfort is important to us, but we know that you may be concerned about opioid addiction. We strive to treat your pain by minimizing opioid use and by offering other treatment options. How we use opioids will be discussed with your provider during your care. Opioids have side effects, such as sedation and constipation, which may delay your healing. If you have questions about opioids, please discuss with your provider. Once you have finished opioid use, it is important that they are properly disposed of. Providence retail pharmacy, along with other community pharmacies, have medication

take-back bins available to return any unused medicine.

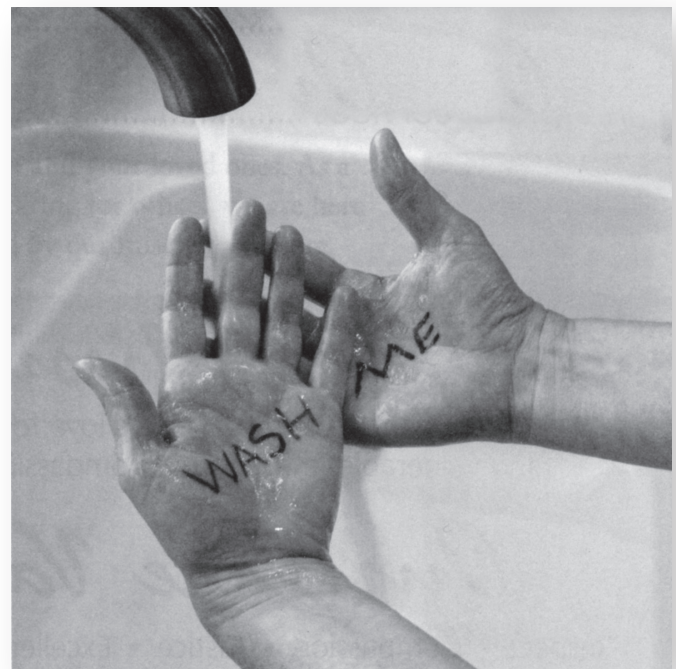
We want you to be as comfortable as possible. Let us know what helps your pain and any medicines you have recently taken. We will ask you often about your level of pain.

Help prevent infection

Properly cleaned hands prevent the spread of infection. We invite you to ask your caregivers if they have clean hands. Help us make sure *everyone* (staff, you, family and visitors) cleans their hands when entering and leaving your room.

Wash with soap and water or use hand sanitizer often, especially after using the bathroom and before you eat.

- Tell us if you have any signs or symptoms of illness.
- Allow no visitors who are ill.
- Clean your hands before and after caring for your wound.
- Don't allow family or visitors to touch your surgery site or dressings.
- Ensure visitors wear gowns, gloves and/or masks if instructed by staff.





Important Information for Family & Friends

Food from home

- Use disposable, covered, single-serving containers.
- **Label container** with date and patient's name and room number.
- Food will be thrown away after 48 hours or if not labeled.
- **Please leave food with a staff member before entering the patient room.** (To prevent diseases, no food may be stored in our refrigerator once it has been taken into a patient room.)

Rapid Response Team - Dial 66

Our Rapid Response Team brings critical care experts to the bedside when there is a serious change in a patient's condition. Anyone can call the Rapid Response Team - including family. No one knows the patient better than their loved ones. If you have a concern about your loved one's condition:

- Tell the provider or nurse caring for them. You may also ask for the charge nurse.
- If you are still concerned - or if there is a sudden change in your loved one's condition that you feel is not being addressed - **dial 66 from any hospital phone and ask for the Rapid Response Team.** They will respond within 5-10 minutes.

Photos and videos

- Please respect the privacy of others. Only take photos or videos if everyone involved, including staff, agrees.
- Providence reserves the right to ask that taking of photos or videos be stopped at any time.
- Providence is not responsible for loss or damage of any equipment.



Spiritual Care

Our **chaplains** have received special training to serve in healthcare. They are available 7:00 am - 5:00 pm daily to serve people of all faiths, as well as those with no faith tradition.

Their role is supportive, with deep respect for your values and beliefs. You may ask a staff member or the hospital operator at any time to contact a chaplain for you.

You may visit our **chapels** found on each campus. They are open to all seeking time for reflection or prayer.



Music Thanatologists – We also offer specially trained musicians who use harp and voice to create an atmosphere of peace for patients and families. This relaxing music is available on a free CD. To request a CD, please call the chaplain phone number at 425-404-7000.



Emergency Services

The following information will help you understand how emergency care works.

What is triage?

Triage is how we quickly assess patients to decide in what order they need to be seen. A specially-trained nurse evaluates patients to identify their needs as:

- **Resuscitation:** Has a life-threatening condition
- **Emergent:** Has a critical condition
- **Urgent:** Is stable but may have a major illness or injury
- **Less urgent:** Is stable now but could become less stable
- **Non-urgent:** Is stable and able to walk and communicate

Will I have to wait long to be treated?

Our goal is to see every patient as soon as possible – however, those with the most critical needs will be seen first. We will do our best to keep you informed of wait times. Please remember that even though someone may look well to you, he or she may have a serious problem that needs to be taken care of right away. We appreciate your understanding if someone is taken to a room or receives care before you.

How long does it take to get test results?

In general:

- **X-rays and CT scans:** 90 to 180 minutes. Emergency Services has its own x-ray and CT staff and equipment. Your x-ray will be read while you are here.
- **Blood tests:** 1 to 2½ hours
- **Urine tests:** 1 hour

Times may vary depending on the number of patients needing tests. Providers will review your test results. We will do our best to let you know what to expect next and how long your visit will last.

How can my family find out about my condition?

With your permission, staff will update your family and friends about your condition. Because your needs as a patient come first, they may sometimes have to wait for information. We appreciate their understanding.



Are visitors allowed?

Your family and friends are welcome to support you during your visit:

- They may be asked to leave during an examination or treatment. There are comfortable waiting areas close by.
- Please consider if the visit is appropriate for children under the age of 12 before bringing them as guests.
- Our rooms are designed for up to two family members at any time.
- For the privacy of other patients, family members should remain at your bedside in the treatment area.
- If family and friends leave and wish to return they need to check in at the front desk.

Who works in Emergency Services?

Emergency Services is staffed with Board-certified Emergency providers, Certified Physician Assistants, RNs, ARNPs, Emergency Room Technicians, Social Workers, Chaplains, Respiratory Therapists, Lab staff, X-ray techs, Admitting Clerks, Health Unit Coordinators, Financial Counselors and Volunteers. All can be identified by their badges.

What if I have to be admitted to the hospital?

If your caregiver feels you should be admitted, a hospital bed will be reserved for you on a floor prepared to give you specialized care. Your provider will be a specialist or one or more of our hospitalists (see page 6 for more information).

Pain medicine in Emergency Services

We know that relieving your pain is important. However, providing pain relief is often complex. This is especially true if you have been hurt or need emergency care. Mistakes or misuse of pain medicine can cause serious health problems and even death. We will only give you what is safe.

For your safety, we do not:

- Give pain shots for sudden increases in chronic pain.
- Refill stolen or lost prescriptions.
- Give Methadone.

We will help you reconnect with your outpatient provider or your pain management clinic.

What can I expect if I am discharged from Emergency Services?

We will give you a written copy of special instructions for your home care and follow-up. You may also receive a prescription for medicine.

How much does emergency care cost?

The cost will depend on how much care you need. A Financial Counselor may visit you during your stay to answer questions, accept any co-pays, or help you make payment arrangements. If this is not possible, you may stop by their offices as you leave.



Staying in the Hospital

Who will be my provider in the hospital?

Many patients are cared for by our hospitalist team. A hospitalist is a provider who specializes in caring for patients in the hospital.

Your hospitalist will work with your personal provider and any needed specialists to care for you. Members of your care team meet each morning to discuss your overall care plan and progress.

Meeting with your hospitalist

A hospitalist will visit you every day. If your family members would like to talk with your hospitalist, ask your nurse to arrange a call or meeting between 7:00 a.m. and 5:00 p.m.

Specialists

For some patients, a specialist such as a surgeon may provide your care. Your hospitalist will choose the specialist that you, your family or your personal provider believes would be best for you.

Keeping your belongings safe

- **Valuables (e.g. jewelry, money):** For security, please ask a loved one to keep your valuables while you are in the hospital. If this is not possible, ask a staff member to put them in the hospital safe.
- **Personal items:** You are responsible for all personal items you keep with you (including glasses, hearing aids and dentures). Please keep only what you need during your hospital stay.

Know your medicines

- If you did not bring a list of your medicines with you, please ask someone to bring a list, or your pill bottles, to the hospital. Include all the medicines you take and the doses, even over-the-counter (non-prescription) medicines, vitamins and herbal remedies.
- Always ask questions about any medicine that is new to you. Know what it is and why you are taking it.
- If you have a reaction to a new medicine, report it to your provider or nurse right away.
- Remind your provider or nurse about any allergies or bad reactions to medicines you have had in the past.
- While you are in the hospital, your medicines may change from what you were taking at home. Before you go home, be sure you know if there are medicines you need to stop taking, which medicines to keep taking and any new medicines you will be taking. If you have any questions, **be sure to ask!**

Help us support healing

There is a lot more noise in the hospital than you may be used to at home. We want to help you heal by decreasing as much noise as we can. Please let us know if noise is keeping you from being able to rest. **Ask any caregiver if you would like ear plugs or an eye mask.**

Bedside Report

Your nurses change shifts every 8-12 hours. At each shift change, both nurses will come to your room to discuss important information about your care.

Your involvement is important to ensure that your new nurse receives correct information and input from you, and your family is included.

Preventing falls

Falls are a real risk in the hospital. You may be less steady than you think. For your safety:

- Tell us if you have fallen in the last year.
- Tell us if you feel dizzy, weak or unsteady.
- **Avoid getting up without help, even to go to the bathroom.**
- Follow any instructions you are given to prevent falls.

Hourly purposeful rounds

For your comfort and safety, staff will check (round) on you often. They will help you to the bathroom, help position you in bed, ask about your pain and make sure that everything you need is within reach.

Planning for your discharge

Our goal is for you to be able to leave early in the day. However, if your provider needs to see you or you still need a test or procedure this may not be possible.

- If you feel you will need help planning for your discharge, ask your nurse to contact a discharge planner for you.
- The day before your discharge, let your nurse or discharge planner know who will be taking you home.
- Have comfortable clothes ready to wear home.

Have a plan for getting your discharge prescriptions

For patients at Colby Campus, our pharmacy can fill your prescriptions before you go home and deliver them right to your room. We accept most insurance plans, co-pays can be paid at time of delivery. Our Colby Campus pharmacy is located on the 1st floor between the cafeteria and gift shop. It is open Monday-Friday, 7:00 a.m. - 7:00 p.m., and Saturday 9:00 a.m. - 5:00 p.m. Let your provider and nurse know if you would like your prescriptions delivered to your room. For questions you may call our pharmacy phone number at 425-261-3555.

Keeping your personal provider informed

When you are discharged, your hospitalist will send your personal provider a written report of your stay and will discuss further treatment.

Be sure to keep your follow up appointment with your personal provider. If you do not have a personal provider, we will help you to find one before you leave. If you had surgery, you may also be seen in your surgeon's office after discharge.

After discharge, if you have medical questions, call your personal provider.



Observation Status

What is observation status?

“Observation status” means you are treated as an outpatient in the hospital until we know if your condition will allow you to be discharged, or whether you meet medical criteria to be admitted as an “inpatient”. Examples of conditions leading to observation status include, but are not limited to:

- Chest pain
- Syncope (fainting)
- Nausea and vomiting
- Complications after an outpatient procedure
- Severe pain
- Headache
- Fever
- Breathing problems

Medicare and other payers have rules about what qualifies for inpatient treatment based on both the severity of your illness and the treatments you need. Inpatient status is determined by the rules of the payer. It may not be clear right away if you qualify for inpatient status.

How long does observation status last?

Observation usually lasts no longer than 24-48 hours; At that point a decision will be made whether you can go home, should stay in the hospital, need care by home health or in a nursing home. If observation is needed beyond 48 hours, you may be asked to sign a form called “Advanced Beneficiary Notice of Noncoverage.”

Why is this important?

During observation you will be in a hospital room, but for billing purposes Medicare and many other payers will **consider you an outpatient.**

- Observation is billed as an outpatient service or Medicare Part B.
- Inpatient hospital admission is billed under Medicare Part A.

Why does this matter to me?

Since **observation is billed as an outpatient service:**

- Outpatient co-pays and deductibles apply.
- Medicines you are given may not be covered.
- It does not count toward the 3-day qualifying inpatient stay needed for Medicare coverage at a skilled nursing facility.



What if I have more questions?

Call your insurance company or the Medicare Hotline (800-633-4227 or 800-MEDICARE) www.medicare.gov.

You may also ask to speak with a discharge planner or care coordinator, or contact our billing office.



Billing Questions

Your hospital bill

Please contact customer service at 866-747-2455 or 877-418-6419 for help with:

- Applying for financial aid
- Questions about your bill
- Interpreter services are available

Insurance questions

Please contact customer service at 800-878-4445 for help with: Applying for Medicaid or other public insurance programs

Bills from other providers

Many providers, ambulance companies and labs who work with the hospital are separate businesses with their own billing departments. Some of them are listed below. If you have questions about their bill, please contact them directly.

Name	Phone Number
North Sound Emergency Medicine (Emergency Medicine Providers and Provider Assistants)	800-225-0953
PacLab Network Laboratory	800-752-8994
Radia Medical Imaging	888-927-8023
Cellnetix Pathology	800-374-4045
Providence WA Anesthesia Services	877-476-6642 (option 6)
Lab Corp	800-845-6167

Bills from primary care providers or specialists

If your personal provider or a specialist treated you during your hospital stay, you may also receive a bill from them. Please contact their offices for questions about their bills.

Health insurance

If you have questions about your health insurance statement, please contact your insurance company.





Patient, Family and Visitor Services

Visiting hours and after-hours badges

Most areas of the hospital do not have set visiting hours. Many patient rooms even have sleeper sofas so family members can stay 24 hours a day.

However, please be aware that:

- Quiet time is from 10:30 p.m. to 6:00 a.m. Please limit visitors during this time so patients may rest.
- Entrance to the Colby campus after 8:00 p.m. is limited. After 8:00 p.m., please stop at the Emergency Department entrance to obtain an after-hours badge.
- Children are welcome with adult supervision.
- Depending on the patient's condition, staff may need to limit the number or age of visitors, or visiting hours.
- Patients in the Providence Drug and Alcohol Treatment Services and Medical Close Observation Unit may have visitation restrictions.

Animals

We understand pets are important, but to decrease the risk of infection, only animals in these special roles are allowed in the hospital:

- Service dogs trained to perform tasks for a disabled person.
- Dogs registered in our Dog Visitation program through Volunteer Services.

Wifi

Free Wifi is available in most areas. To access the Wifi, look for "guest" in the Wifi connections on your device. No password is required.

Phone use

To make a local call from a hospital phone, first dial 9. To make a long-distance call, please dial 90 and use a calling card or call collect. (Exceptions apply in the Providence Drug and Alcohol Treatment Services. Patients should check with their caregivers.)

Tobacco-free campus

For the health of our community, the use of tobacco and marijuana products and e-cigarettes are not permitted anywhere at Providence – including in private vehicles parked in our parking garages and lots.

Gifts and Flowers

Our gift shops carry gifts, flowers, books, candy and magazines. Call for hours of operation.

- **Colby Campus Gift Shop**

Located in the C-wing, floor 1, across from the chapel; 425-261-4588.

- **Pacific Campus Gift Shop**

Pavilion for Women and Children, floor 1; 425-258-7302.

Books, magazines and more

Volunteers can bring you books, magazines, videos, playing cards, children's activity bags, Sudoku, crossword puzzles, word searches, music CDs and more. Ask your caregiver to contact Volunteer Services if you are interested. Newspapers are delivered to floors and waiting areas each morning.



Food service for patients

We work hard to meet the nutritional needs of all our patients. If you have a special diet for religious, cultural or medical reasons, please tell your nurse or diet assistant.

To order your meals:

- At our Colby Campus and the Pavilion, you may order room service from a restaurant-style menu. Please dial 88888 from the phone in your room between 7:00 a.m. and 7:00 p.m.
- At our Pacific Campus, a diet assistant will visit you to ask for your meal choices.

Food service for family and visitors

Colby Campus		
Cafeteria	C-wing Floor 1	Daily 6:30 a.m.-7:00 p.m.
Bistro/ café	D-wing Floor 1	Daily 6:30 a.m. -2:00 a.m.
Pacific Campus		
Cafeteria	Pacific Floor 1	Monday-Friday 7:00 a.m.-11:00 p.m.
Bistro/café	Pavilion for Women & Children Floor 1	Daily 7:00 a.m.-7:00 p.m.

Please note: Hours of operation are subject to change.

Vouchers which may be used to order room service for guests may be purchased in the cafeteria and bistros.

Many floors have vending machines; ask a staff member for the one nearest you.



A Guide to Patient Rights & Responsibilities

As a patient at Providence Regional Medical Center Everett, you have the following rights:

- **To be treated with courtesy**, dignity and respect by all staff
- **To privacy during discussions about your care**, exams and treatments.
- **To have someone you choose** and your care provider informed promptly that you have been admitted.
- **To take part in your care** and solving problems.
- **To have your personal, cultural and spiritual values and beliefs supported** when making a decision about treatment.
- **To an interpreter or translator** if English is not your primary language.
- **To communication aids** if you are deaf, hard of hearing, have trouble seeing, have trouble understanding or have a speech problem. We will communicate in a way that meets your needs.
- **To have any person you choose** be with you.
- **To supportive care and comfort**, including pain management.
- **To make informed decisions about your care**, either by you or your representative.
- **To refuse any procedure, drug or treatment** and be informed of possible results of your decision. If you are asked to take part in a research study, you may refuse. It will not affect your medical care in any way.
- **To involve family members**, significant others or a legal designee in your care decisions.
- **To receive care in a safe setting.**
- **To take part in planning for when you leave** the hospital and learn about the care you will need.
- **To be free of restraints** unless they are needed to protect you or others from harm. If needed, they will be taken off as soon as your behavior no longer poses a safety threat.
- **To protection** from abuse and neglect.
- **To access protective services.**
- **To have your advance directives or living will honored** if you are unable to make decisions about your care. If you have an advanced directive, your wishes such as not receiving life sustaining treatments, will be honored. For more details, ask for the Advance Directive Kit at any registration desk.
- **To end-of-life care.**
- **To donate organs** and other tissues.
- **To be told about unexpected outcomes of care**, treatment and services.
- **To have all communications and records** related to your care kept confidential.
- **To have access to your medical records**, request amendments to your records and obtain information about disclosures of your health information, in accordance with applicable law.
- **To be able to receive your medical records** in a reasonable period of time.
- **To use service animals** in public areas of the hospital.
- **To receive accurate information about your bill** and receive an explanation of the charges regardless of how you pay for your care.
- **To receive information about our policies**, rules or regulations applicable to your care.
- **To no discrimination against you** or your visitors based on race, color, religion, sex, age, national origin, sexual orientation, disability, source of payment and other factors in admission, treatment or participation in Providence's programs, services, activities and visitation.

As a patient you have the responsibility:

- **To be true and complete** when giving us your medical information.
- **To provide us with a copy of your medical advance directives or living will**, if you have one.
- **To take part in decisions** about your care.
- **To follow your treatment plan.**
- **To work with staff to complete a care checklist.**
- **To tell your provider or nurse** if you have questions or concerns about your care.
- **To follow our policies to keep you, other patients and staff safe.**
- **To respect our staff and other patients and their right to privacy.**
- **To check your bill** and ask questions about charges or payment options.
- **To be responsible for giving correct information** for insurance claims and making payment arrangements.

Physician-assisted dying

Providence will not participate in any aspect of physician-assisted dying including, but not limited to:

- giving information that promotes physician-assisted dying;
- assessing patients to determine if they are eligible for physician-assisted dying;
- prescribing, providing or administering a lethal prescription; or
- presence when the medication is taken.

Patients who choose to exercise their rights under the Washington Death with Dignity Act are still eligible to receive the full range of services provided by Providence.



Your Feedback is Important to Us

Patient surveys

In a few weeks, you may receive a survey about your hospital stay. Please take the time to complete and return this survey. This information is used throughout Providence to identify areas for improvement.

Comments or concerns

If you have concerns or complaints about any part of your care, please feel free to speak with a manager or caregiver. This will result in no retaliation or barrier to service. You may also file a grievance by calling our Patient Safety department at 425-261-3927 or writing to:

Providence Regional Medical Center Everett
Patient Safety Department
1321 Colby Avenue
Everett, WA 98201

Medicare

If you are a Medicare patient and have a complaint about the quality of your care, your Medicare coverage, or a concern about your discharge date, you can ask us to refer your concern to Medicare's Quality Improvement Organization (QIO) by contacting us at:

Providence Regional Medical Center Everett
Patient Safety Department
1321 Colby Ave
Everett, WA 98201
Phone: (425) 261-3927

Concerns about discrimination

- If you have concerns about possible discrimination, please contact the Patient Safety department at 425-261-3927.
- If your issue remains unresolved, you have the right to call the Office of Civil Rights at 800-368-1019 or TDD 800-537-7697

Anyone may report a patient safety event or concern to

- The Washington State Department of Health Health Systems Quality Assurance
P.O. Box 47857
Olympia, WA 98504
Phone: (800) 633-6828
- The Joint Commission Office of Quality and Patient Safety: Call 800-994-6610 or visit jointcommission.org
- Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181





Important Contacts

Phone numbers

- Hospital Switchboard:425-261-2000
- Financial Assistance: 866-747-2455 or 877-418-6419
- Medical Records:425-317-0700
- Providence Hospice & Home Care of Snohomish County:
 - Home Care: 425-261-4780
 - Hospice: 425-261-4777

Support after discharge

Providence offers several groups and services for continued support after discharge. Please call for more information about:

- Cardiac Rehabilitation:425-261-3780
- Stroke and Heart Support Group:425-261-3780
- Cancer Support Group:425-297-5500

Access your health care information online with My Chart

MyChart offers patients personalized and secure on-line access to portions of their medical records.

MyChart allows you to review your After Visit Summary, view future appointments with Providence clinics, and pay your bills. If your provider uses Providence software in their clinic, you may also be able to send secure messages to your provider, view your clinic-ordered lab results, renew prescriptions and schedule appointments.

Information to sign up for MyChart and a personal access code will be available on the After Visit Summary you receive at discharge.

For more information visit mychartwa.providence.org

Proxy access in MyChart

Only you have access to your MyChart account. If you wish someone else (your spouse or another family member) to be able to see your record you can request proxy access for that person.



Interpreter Services

Tell us if you need an interpreter. We will provide one. Providence also offers a free Family Interpreting Line at 888-574-7127 for you or your family to call the hospital. This number is not for emergencies.

Spanish:

Infórmenos si necesita un intérprete. Nosotros le proporcionaremos uno. Providence también ofrece una Línea gratuita de Interpretación Familiar al 888-574-7127 para usted o su familia con el fin de llamar al hospital. Este número no es para emergencias.

Russian:

Если вам нужен переводчик, сообщите нам об этом. Мы предоставим переводчика. Providence также предлагает бесплатную телефонную линию с услугами перевода под названием Family Interpreting Line - 888-574-7127 – для того, чтобы вы или ваши родные могли звонить в больницу. Этот номер не предназначен для обращения за неотложной помощью.

Somali:

Inoo sheeg haddii aad u baahantahay turjumaan. Waxaan kuu keeneynaa turjumaan. Providence sidoo kale waxey bixisaa qad turjumaada qoyska ah oo firiiAh Waxaana Ka Wici Kartaa 888-574-7127 oo loogu talagalay adiga iyo qoyskaaga saad u wacdaan hoosbitaalka. Qadkani mahan mid loogu talagalay xaalad dag dag ah.

Vietnamese:

Vui lòng cho chúng tôi biết nếu quý vị cần một thông dịch viên. Chúng tôi sẽ cung cấp thông dịch viên.

Providence cũng cung cấp Đường Dây Thông Dịch Dành Cho Gia Đình miễn phí theo số 888-574-7127 để quý vị hoặc gia đình có thể gọi đến bệnh viện. Số này không dành cho các trường hợp khẩn cấp.

Arabic:

اخبِرنا إذا كنت تحتاج لمترجم فوري. فسوف نوفر لك مترجمًا. مستشفى Providence تقدم خدمة خط الترجمة الفورية العائلية مجانًا من خلال اتصالك أنت أو عائلتك بالمستشفى على الرقم 888-574-7127. هذا الرقم غير مخصص للطوارئ.

LANGUAGE IDENTIFICATION CHART

Find Your Language

Unë flas Shqip I speak Albanian

أتكلم العربية I speak Arabic

Ja govorim bosanski I speak Bosnian

ကျွန်ုပ် မြန်မာစကားပြောပါသည်။ I speak Burmese

من فارسی صحبت میکنم I speak Farsi

Ich spreche deutsch I speak German

હું ગુજરાતી બોલું છું I speak Gujarati

Kuv hais lus Hmoob I speak Hmong

Parlo italiano I speak Italian

저는 한국말을 합니다 I speak Korean

我讲国语 I speak Mandarin

Oromo Duddah I speak Oromo

Falo português I speak Portuguese

Vorbesc românește I speak Romanian

Waxaan ku hadlaa Soomaali I speak Somali

Nasema Kiswahili I speak Swahili

Türkçe konuşuyorum I speak Turkish

میری زبان اردو ہے I speak Urdu

አማርኛ እናገራለሁ I speak Amharic

Հայերէն կը խօսիմք I speak Armenian

Аз говоря Български I speak Bulgarian

我講廣東話 I speak Cantonese

Je parle français I speak French

Μιλώ ελληνικά I speak Greek

मैं हिन्दी बोलता हूँ I speak Hindi

Beszélünk magyarul I speak Hungarian

私は日本語が話せます I speak Japanese

ຂ້າພະເຈົ້າປາກົວສາລາວ I speak Lao

म नेपाली बोल्छु I speak Nepali

Mówię po polsku I speak Polish

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ I speak Punjabi

Я говорю по-русски I speak Russian

Hablo español I speak Spanish

ข้าพเจ้าพูดภาษาไทย I speak Thai

Я говорю українською мовою I speak Ukrainian

Tôi nói tiếng Việt I speak Vietnamese

Notice of Nondiscrimination and Accessibility Rights

Providence Health & Services and its Affiliates¹ (collectively “Providence”) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Providence:

- (1) Provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- (2) Provides free language services to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the appropriate Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that Providence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Providence by contacting the Civil Rights Coordinator for your state as listed below:

State/Service	Civil Rights Coordinator
Washington	Civil Rights Coordinator, 101 W. 8th Ave., Spokane, WA 99204; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.WA@providence.org
Senior Services (all states)	Civil Rights Coordinator, 2811 S. 102nd Street, Suite 220, Tukwila, WA 98168, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.pscs@providence.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of the above-noted Civil Rights Coordinators is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

¹ For purposes of this notice, “Affiliates” is defined as any entity that is wholly owned or controlled by Providence Health & Services or Western HealthConnect, including but not limited to all Providence Health & Services-Washington, Providence Health & Services Alaska, Providence Medical Group, and all subsidiaries, facilities, and locations operated by those entities.

Care Management

Care Management Team consists of both Social Service professionals and Registered Nurses who are collaborative in approach within their practice as they provide support to patients and families as the patient transitions through the hospital to the next level of care. The primary purpose of the of the Care Management team is to evaluate a patient's capacity for self-care and continuing-care needs. The goal is to plan a course of action to meet the patients' clinical, medical, nursing, psychosocial, therapeutic, supply, and pharmaceutical needs as the patient leaves the acute care setting and moves on to the next level of care.

If you feel you could benefit from our services

please contact your medical team (MD, Nurse, Therapist) and a referral will be made for our team to meet with you and discuss your care plan.

Outpatient Pharmacy

Providence Outpatient Pharmacy is located on the main floor of the Colby Campus Hospital, and is open 7 days a week, 365 days a year, to meet all prescription needs of patients and caregivers. The pharmacy maintains a supply of all hard to find medications, and accepts most insurance plans. As an added service, the Outpatient Pharmacy delivers discharge prescriptions directly to patient's room, allowing them to return home as soon as possible after a hospital stay with all of their current medications.

Important Phone Numbers

Hospital Phone Numbers:

Chaplains	425-404-7000
Emergency – Rapid Response Team dial “66” on hospital phone	
Family Interpreter Services Line	888-574-7127
Gift Shop – Colby Campus	425-261-4588
Gift Shop – Pacific Campus	425-258-7302
Hospital Switchboard dial “0”, or	425-261-2000
Local Phone Calls from hospital phone first dial “9”	
Medical Records	425-317-0700
Music Thanatologists	425-404-7000
Patient Room Services dial “88144”	
Pharmacy	425-261-3555
Food Service for Patients dial “88888”	
Volunteer Services Colby – activity cart	425-261-4580 or “84580”
Volunteer Services Pacific – activity cart	425-258-7301 or “87301”

Billing & Insurance:

Billing – Cellnetix Pathology	800-374-4045
Billing – North Sound Emergency Medicine	800-225-0953
Billing – PacLab Network Laboratory	800-752-8994

Billing – Providence WA Anesthesia Services	877-476-6642 (option 6)
Billing – Radia Medical Imaging	888-927-8023
Financial Assistance	866-747-2455 or 877-418-6419
Hospital Bill	866-747-2455 or 877-418-6419
Insurance Questions	800-878-4445
Medicare Hotline	800-633-4227 (800-MEDICARE)

Support Groups:

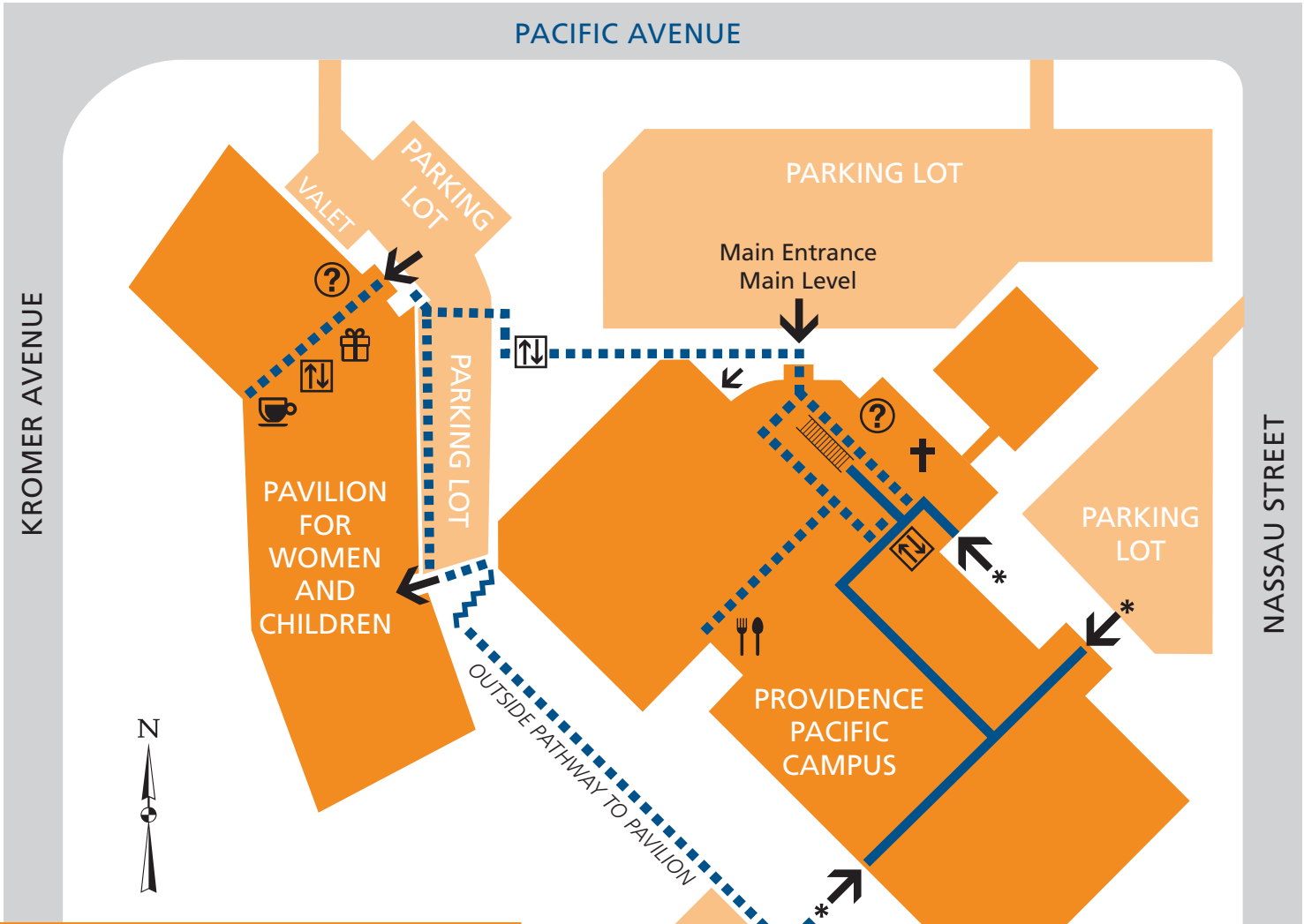
Cardiac Rehabilitation	425-261-3780
Stroke and Heart Support Group	425-261-3780
Cancer Support Group	425-297-5500

Complaints/Feedback:

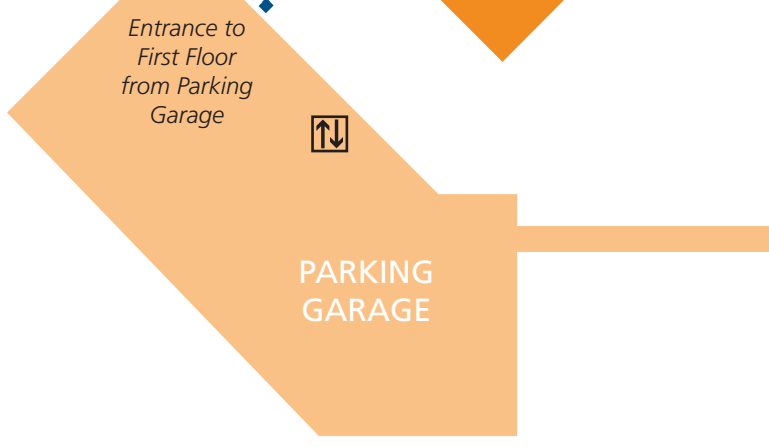
Patient Feedback Hotline	425-261-3927
WA State Department of Health	800-633-6828
Qualis Health (Medicare Patients)	800-445-6941
Joint Commission Office of Quality Monitoring	800-994-6610
Office of Civil Rights	800-363-1019 or TDD 800-537-7697

Pacific Campus Map

916 Pacific Avenue, Everett, WA 98201 www.Providence.org



	Entrance * First Floor only		Bistro Pavilion
	Hallways First Floor only		Cafeteria Pacific Campus, Main Floor
	Pathways, Hallways		Chapel
	Elevator		Gift Shop
	Escalator between Main & First Floors		Information
	Stairs		



Colby Campus Map

1700 13th Street, Everett, WA 98201

www.Providence.org

