



Welcome to Swedish

Patient and Family Handbook

(Large Print)



SWEDISH

HEALTH FOR GOOD

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Welcome to Swedish

In 1910, Swedish began as a small hospital with a large and challenging goal: To provide the best medical care available in the region, with an expertly trained staff and the latest advances in technology and equipment. Since that time, Swedish has evolved into one of the most respected nonprofit medical institutions in the Pacific Northwest, with that same goal — to offer every patient superior treatment and exemplary care.

After Nils Johanson, an immigrant from Sweden, arrived in America at the end of the 19th century, with no knowledge of English and only a few dollars in his pocket, he went on to earn a medical degree in Denver and trained as a surgeon. Moving to Seattle, he was disappointed in the lack of first-rate hospitals

at that time and decided to build his own. With financial backing from fellow Swedish immigrants, Swedish Hospital was born on First Hill. Since our founding, our ability to grow and transform has been significantly enhanced by the support of the community, which plays a vital role in advancing health care in our region.

The same sort of energy and ambition that sparked Dr. Johanson still guides the people who work at Swedish today. Every member of your health care team from technicians and nurses, to doctors and surgeons, works hard to keep Swedish at the forefront of medical science, relying on progressive research and technology, striving to obtain the best outcomes for our patients.

We trust that your experience here will make you feel comfortable and confident. We are honored you have chosen us to receive the highest-quality medical care from the nurturing hands of people who love their work, are experts at what they do, and are committed to your health, safety and security.



Swedish First Hill



Swedish Cherry Hill



Swedish Ballard



Swedish Edmonds
(courtesy of NBBJ)



Swedish Issaquah

Over a century of excellence



R. Guy Hudson, M.D.,
MBA

Since its founding, the mission and purpose of Swedish has been to improve the health and well-being of each person we serve. As Swedish has evolved over the past century, our patient-centered commitment has remained the same.

To help ease your experience, we have created this handbook to introduce you to your care team and to help address concerns or questions you may have. Please feel free to ask any member of your care team or our staff for

clarification or for more information about your stay or your care. It is critical that you actively participate in your care and that Swedish fulfills its obligation of meeting your every need during your stay.

We understand that undergoing care in a hospital can be a stressful situation. We are committed to providing you with extraordinary care and extraordinary caring. Whether you are undergoing a routine examination, receiving critical care for an urgent health matter, or completing your recovery, your health and safety are our utmost priority.

On behalf of the thousands of caregivers dedicated to providing our community with the highest quality of care, I want to thank you for choosing Swedish as your health care provider.

A handwritten signature in black ink, appearing to read "R. Guy Hudson". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

R. Guy Hudson, M.D., MBA
Chief Executive Officer

Your health care team

Physicians and other medical providers

You will likely meet several different types of doctors during your stay at Swedish.

Our medical staff is comprised of Swedish employed providers as well as independent providers in private practice. The attending physician is the doctor, usually a specialist, who directs your treatment and care in the hospital. In some cases residents or fellows will assist an attending physician (these providers have finished medical school and are undergoing further training with the supervision of the attending provider).

My physician is: _____

My resident is: _____

My nurse practitioner is: _____

My physician assistant is: _____

Hospitalist

Another physician you may meet is a hospitalist. He or she works only at the hospital, caring for patients when attending providers are not present. Coordinating with your attending physician, nurses, and case manager, they can help provide expert care around the clock.

My hospitalist is: _____

Nurses

Registered nurses (RNs) and certified licensed practical nurses (LPNs) are the people who provide your bedside care while you are in the hospital. Following your provider's treatment plan and your nursing care plan, they administer medications, monitor your vital signs, encourage your full participation in your care and make sure that you are as comfortable as possible. Dedicated to your well-being and safety, nurses serve as your advocate and help educate you about your condition and answer any questions you may have.

My nurses are: _____

Case manager

During your hospitalization, a case manager will be available to you. The case manager works with you and other members of the hospital team to coordinate your plan of care for when you leave the hospital. Your case manager can answer questions you may have about insurance coverage while you are here, and make sure that your move from Swedish to your home or another level of care is as smooth as possible.

My case manager is: _____

Other caregivers

Specialists in dozens of areas are on hand to make your stay more comfortable and help you heal faster. These include physical, respiratory and occupational therapists, as well as laboratory technicians, diagnostic imaging staff, dietitians, pharmacists, certified nursing assistants, social workers and chaplains.



Though you may not need their services while you are here, it's reassuring to know that they're available if you do.

Caregiver names I want to remember:

A culture of safety

Hand hygiene

To reduce the spread of germs and create a safe environment for our patients, Swedish Medical Center requires all caregivers to wash their hands, with alcohol gel or soap and water, before and after entering a room. We invite visitors to do the same with the provided soap or gel. In order to keep our patients safe, we ask that visitors who feel sick do not visit patients in the hospital.*



Why you'll be safe and secure at Swedish

At Swedish, patient safety is our top priority. Swedish takes an active role to reduce the number and frequency of accidents, errors, injuries and infections. We devote ongoing time and energy to creating and constantly improving safety procedures and systems. The work we've put in has already made a difference, yet we need you to partner with us. If you have a concern, it's OK to speak up or ask a question. For more details on how Swedish scores on patient safety, visit [Swedish.org/about/quality-and-patient-safety/quality-information-sources](https://www.swedish.org/about/quality-and-patient-safety/quality-information-sources).

Asking for your name

One of the most obvious ways we increase patient safety is something you will notice during your stay at the hospital. Various caregivers, even those whom you have seen before, will repeatedly ask your name along with a unique identifying fact (such as your birthdate). This will happen before you receive any medications, treatments, procedures or meals. No, we haven't forgotten who you are. It is a simple and proven measure to make sure the right person receives the correct care.



On the other hand, you will never have to ask the names of your caregivers, because they are printed on an official Swedish employee nametag, along with their photos and department title. All of our employees are required to wear a nametag, which lets you quickly and easily identify who is providing your care.

Fall prevention

Several things make falls a greater hazard in the hospital than they may be elsewhere. Some types of medications, unfamiliar surroundings and physical weakness can all lead to falls, which can cause injury and slow your healing. We provide rails on the sides of your bed and give you non-slip socks to wear to help prevent you from falling while you are here. In addition,

you may be assisted on trips to the bathroom and shown how to use handrails, walkers or canes.

Calling for assistance

Even when you're alone in a room, someone is always close at hand to check on you and assist you in any way. All you have to do is press the button of your call light and someone will respond shortly.

Helping you move

Your caregivers will encourage regular movement to aid in your recovery. To assist you in safe ambulation and movement, your caregiver may use special equipment. If you require the use of this type of equipment, your caregiver will provide instruction and guidance.

Your stay at Swedish

Achieving excellent communication

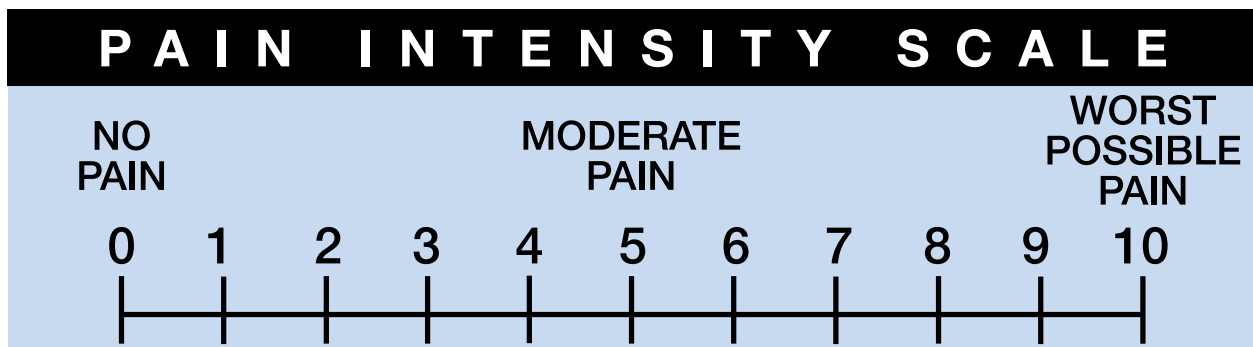
Effective communication between patients, their companions and caregivers is essential for safe and timely medical treatment. If English isn't your preferred language, or you have hearing, speech and/or vision loss, Swedish offers qualified medical interpretation in over 200 languages and dialects, in addition to sign language interpreters and other communication aids such as assistive listening devices, translated patient materials, Braille and CART services, and closed captioning (where available). Qualified interpretation and communication services are available 24/7 at all Swedish campuses, and are **free of charge**. We do not allow the use of family members, friends or children as medical interpreters,

but we encourage them to be your support and, with your permission, share information as needed. Please let us know your specific communication needs in advance, if possible.

Making you comfortable

Although some pain and discomfort can occur as you recover, our goal is to keep you comfortable enough to be active in daily care, to rest and to relax. We will ask you to use a 0-10 pain scale to describe any pain you have. We will talk with you often about your comfort level and how medications and treatments are working for you. We'll help you to change your position as needed and may offer heat, cooling therapies or other helpful techniques. Please let your team know if your pain level keeps you

from participating in your recovery, if there is a change in how your pain feels, where you hurt, or if a pain medication wears off sooner than expected. We will make every effort, but we may not be able to take all the pain or discomfort away.



Reaching out to friends and family members

Keeping loved ones and friends informed about your condition is an important and necessary task. To make it easier and less time consuming, we recommend using a free, secure and private web service called CaringBridge. It allows you to create a personalized website for posting photos, videos and journal entries. If you want to learn more, go to the site Caringbridge.org/swedish.

Compassionate listening

As a hospital patient, family member or friend, you may face challenging times that affect your body, mind and soul. Here at Swedish, we want to meet any emotional and spiritual needs you have. Chaplains are available to listen

compassionately, talk through your concerns, help you relax or pray if requested. Please let your caregiver know if you'd like someone to talk to. Chaplains serve people of all religious and spiritual traditions, including those who don't identify themselves as religious or spiritual. Compassionate listening is available to all.

Visitor guidelines

We believe that the presence of supportive friends and relatives helps you heal faster and makes you feel more relaxed and comfortable. We encourage you to invite anyone to come for a visit while you're here. On the other hand, if there's someone you don't want to visit, let us know and we'll make sure your request is fulfilled.

Sometimes your need for rest or treatment, or the presence of another patient in the room, may require nurses to limit the number of visitors and/or the duration of their stay. Your nurse will let you know if there are any special visitor restrictions. To allow us to keep track of people in the hospital, we will need to issue I.D. badges to your visitors if they are here outside of regular visiting hours (5 a.m. to 9 p.m.). Some units at Swedish require visitors to wear I.D. badges at all times.

All visitors are required to behave in a respectful and considerate manner. Those who do not may be asked to leave. Please request that visitors with a contagious illness (such as a cough, cold, flu, chicken pox, measles or

mumps) stay away from the hospital, where they might infect you or others in the facility.

Connecting to Swedish

While you are here and when you return home, we offer a number of different ways for you to learn about health tips, the latest advances in medical technology, and other topics of interest to a wide variety of people.

Please visit www.swedish.org/about/engage and connect with Swedish via Facebook, Twitter, Google and YouTube. Additionally, you can access the Swedish Blog at www.swedish.org/blog. To receive the paper version of our quarterly newsletter HealthWatch in the mail, please send your name and mailing address to swedish@mail-ad.com or call 206-386-6797.

Free internet connection

To stay in touch with loved ones or check email, we offer a free Internet connection to you and your visitors. You can also use this connection to access health-information materials at our website: www.swedish.org.

Personal belongings

In an effort to ensure the safety and security of everyone at Swedish, we reserve the right to inspect the contents of luggage or bags. This procedure is outlined in the Conditions of Admission consent form you signed, and allows us to screen for items such as weapons and illegal drugs.

Smoking guidelines

To protect the health of our patients, visitors and staff, smoking cigarettes, cigars, sheesha, e-cigarettes or chewing tobacco in or around a Swedish facility is prohibited. Your nurse will ask if you would like help to quit tobacco. Studies show that with the right program nearly anyone can quit smoking. Sometimes a hospital stay provides an excellent incentive to stop. Please ask your nurse for more information or call 1-800-QUIT-NOW.

Policies about other sources of smoke or flame

While we understand that burning incense or candles can be a religious or cultural ritual, we do not allow their use in any Swedish

facility because of their potential for starting a fire or reducing air quality. The only place where candles are appropriate is in one of our chapels, with advance notice.

Scents and sensibility

As strong scents can irritate other people and cause a health hazard for them, we ask that everyone who enters a Swedish facility refrain from using perfumes, body lotions or cologne.

Animals

Service dogs (or miniature horses) are welcome in any Swedish facility. Hospitals in King County also permit therapeutic companion animals. Pets are not permitted. The care and supervision of a service animal or therapeutic companion animal is solely the responsibility

of the owner. Animals must be under the full supervision and control of an accompanying adult. Swedish Medical Center staff are not able to provide care, food, grooming, activity or a special location for the animal. If the animal's presence or behavior poses a health or safety risk, it will need to leave the facility.

Photo, video and privacy ethics

Everyone has a right to privacy while working, visiting or being treated at a Swedish facility.

Please respect the privacy rights of others while you're here, and don't make audio recordings or take still photos or movies of patients, visitors or employees, unless you obtain their written permission. Recording without permission is a crime in Washington state.

Your medical records

How we protect your personal health information

Swedish handles your health information in strict accordance with federal and state privacy laws. You can view the specific provisions of our privacy guidelines by requesting a copy of our Notice of Privacy Practices, available in various languages. Simply ask your caregiver or look online at Swedish.org/medicalrecords. Or you may call 206-215-2613 to request a written copy.

How you can access your health records

MyChart offers on-line access to portions of your electronic health record (EHR). It enables you to securely use the Internet to receive and help manage information about your health.

It is a great way for you to use a computer or smart phone to view your health history, lab test results, make appointments, order prescription refills and more. It is private and simple to use. For more information about a MyChart account, visit: www.swedish.org/landing-pages/swedish-mychart.

Request a copy of your medical records from Release of Information (ROI):

You have the right to obtain a copy of your medical records by submitting a written request. You may choose the Patient Request for Access Form or write a letter with the following required elements:

1. Signed by the individual (patient)
2. Clearly identify the person designated to receive the records

3. Identify where to send the copy of protected health information

A packet containing what you need to know to request your records is also available at the hospital's Information Desk, or you can go to Swedish.org/medicalrecords. You may contact Release of Information at 206-320-3850 for more information.



Medical care directives

About “Living Wills” and other advance directives

Advance directives are written instructions telling us what medical treatment you do and do not want in case you are unable to make those decisions yourself. Before creating and signing these documents, we advise talking it over with family members, friends or religious advisors. During admission or for a pre-admission visit prior to surgery, you will be asked if you have a Healthcare Directive (sometimes called a “living will”), a Durable Power of Attorney for Healthcare (a designated person to make medical decisions for you if you are unable to do so), and if you want to be an organ donor. When checking into the hospital, give your medical care directives,

if you have them, to the admitting nurse, who will add them to your medical record. If you have any questions about getting medical care directives, please ask your social worker or nurse.

When is CPR used?

Swedish uses CPR (Cardio-Pulmonary Resuscitation) when a person's heart or lungs suddenly stop working. It usually involves chest compressions, the use of drugs and/or electric shock to attempt to restore the heartbeat, and the placement of a tube in the windpipe to maintain breathing. Patients who do not want CPR must get a written doctor's order beforehand stating that they are a DNR (Do Not Resuscitate) patient. A decision to be

a DNR patient or not receive any other life-sustaining treatment will in no way prevent patients from receiving care.

What is a POLST?

In addition to advance directives, patients may choose to add a document obtained from their doctor called a POLST form. POLST stands for Physician's Order for Life Sustaining Treatment. This document is recommended for anyone with an advanced, life-limiting illness or chronic frailty. Providers use the POLST to represent a patient's wishes clearly with specific medical orders indicating what types of life-sustaining treatment they want or do not want at the end of life.

What is a Mental Health Advance Directive?

A Mental Health Advance Directive is a document that allows you to write down how you would like your mental health treatment handled in the future. It is much like a Living Will. It goes into effect only in the event you become “incapacitated” — unable to make sound choices due to the occurrence of mental illness. You can create a directive that gives someone else the legal authority to make mental-health decisions for you, and you can write down instructions about the treatments you do or do not want to receive. Mental Health Advance Directives are authorized by Washington state law.

Help making difficult ethical decisions

Sometimes patients and their families are faced with complicated treatment decisions. Our Ethics Committee — composed of doctors, nurses and social workers who have the patient's best interests in mind — is available 24/7 for consultation if you or your family need assistance with these decisions. Your nurse can give you more information.

The gift of organ donation

Being an organ donor is an act of generosity and love that can make a huge difference in not just one life, but as many as 50! The need is tremendous, for today some 120,000 people are on organ waiting lists in the U.S., and many will suffer for years before a suitable donor can

be located. Often the families of organ donors report that their grief is lessened when they know their loved one's organs have breathed new life into other people. If you haven't already declared yourself an organ donor, talk it over with family and friends.

To learn more, go to the Life Center Northwest website at: www/lcnw.org/ or Donate Life Today at Donatelifetoday.com or call 1-877-275-5269.

Your patient rights

Swedish Medical Center wants you to be aware of your rights as a patient. We will do everything possible to make sure that your rights are respected. As a patient at Swedish, you have the right to:

- Request, receive or refuse visitors at your (or your representative's) discretion, unless there is a clinically necessary or reasonable restriction/limitation.
- Be treated with courtesy, dignity and respect by all hospital staff.
- Have your personal, cultural and spiritual values and beliefs supported when making a decision about treatment.
- Have someone of your choice and your physician notified promptly of your inpatient admission to the hospital.

- Talk about any complaints you have about your care without fear of getting poor treatment. To have your concerns reviewed in a timely manner with assistance or advocacy as required and, when possible, resolved in a timely manner. You have the right to be informed in writing of the response to your concerns.
- Know the name and title of your caregivers.
- Know if your care involves the training of health care providers. You have the right to agree or refuse to participate.
- Receive complete and current information about your diagnosis, treatment and prognosis in terms you can understand. All explanations should include:
 - A description of the procedure or treatment, and why it would be done

- The possible benefits
 - The known serious side effects, risks or drawbacks
 - Potential problems during recovery
 - The chances of success
 - Other procedures or treatments that could be done
- Receive an interpreter or communication aid if you do not speak English, English is your second language, or if you are deaf, hard of hearing, have vision loss, cognitive impairment, or have speech disabilities. Communication will be tailored to your age and your needs. Qualified interpreter services and assistive devices are provided free of charge.
 - Participate with your physicians and other health care givers in planning your care.

- Be informed of the results of treatment, positive and negative, expected or unexpected.
- Request and receive your medical records in a reasonable period of time and to a description of everything in your records.
- Refuse any procedure, drug or treatment and to be informed of the possible results of your decision.
- Be free from restraint or seclusion imposed as a means of coercion, discipline, convenience or retaliation. Restraint or seclusion will only be used to ensure the immediate physical safety of the patient, staff or other people in the hospital, and will be discontinued as soon as the behavior no longer poses a safety threat.

- Make advance treatment directives, such as Durable Power of Attorney for Health Care and Living Wills, or Physician's Order for Life Sustaining Treatment (POLST), and to have caregivers follow your wishes. Additional information is available upon request.
- Personal privacy, to the extent consistent with your care needs. Case discussion, consultation, examination and treatment will be conducted to protect each patient's privacy.
- Know the physician who is mainly in charge of your care, as well as any physicians who might be consulting on your case.
- Have all communications and records related to your care kept confidential.

- Supportive care, including appropriate assessment and management of pain, treatment of uncomfortable symptoms and support of your emotional and spiritual needs, regardless of your medical status or treatment decisions.
- Receive care in a safe setting, and to be free from any forms of abuse or harassment, and to have access to protective services.
- Request help (including family or visitor requests) from the Swedish Ethics Committee regarding ethical questions or issues surrounding your care.
- Be transferred to another facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation about why you need to be moved and if there are other

options. The facility to which you will be moved must first accept you as a patient.

- Know if your care involves research or experimental methods of treatment, and to be protected during research and clinical trials. You have the right to agree or refuse to participate. Refusing to participate will not prevent access to any care at Swedish.
- Be informed during your hospital stay of patient-care options when hospital care is no longer needed. You have the right to participate in planning for when you leave the hospital.
- Examine your bill and receive an explanation of the charges regardless of how you pay for your care.
- Know about hospital policy, procedures, rules or regulations applicable to your care.

- Have you or your representative make informed decisions regarding your care.
- Include family members or significant others in your care decisions.
- Have access to, request to make amendments to, and obtain information on disclosures of your health information, in accordance with applicable law.
- Be informed about unanticipated outcomes of care, treatment and services.
- Assign someone, legally, to exercise the rights listed above on your behalf, if you are unable to exercise them.

Patient responsibilities

At Swedish, we want you to play an active role in your health care. As a patient at Swedish, you have the responsibility to:

- Provide complete and accurate information about your medical history and communication needs to those involved in your care.
- Take part in decisions about your care and treatment.
- Ask questions about unfamiliar practices and procedures.
- Inform your physician or nurse of any changes in your health.
- Follow your treatment plan of care.
- Be considerate of other patients and help ensure that your visitors are equally thoughtful.
- Respect hospital policies and staff.

- Arrange payment methods for your hospitalization.
- Be respectful of your caregivers and obey hospital regulations; this will help us provide you with a safe environment where we can give you the best care possible. In rare instances where patients jeopardize our safe environment, the physician is notified and discharge may occur.



Patient checklist

We want your hospital stay and recovery to go well. You are encouraged to choose a family member or friend to support you and learn about your care. You and any support person will play an important role in your healing.

Please check the boxes below as you complete them and write down any questions you have.

My support person is: _____

My phone number is: _____

I expect to leave the hospital on: _____

My transportation (ride home) is arranged with:

I am in the hospital because: _____

While I am here...

- I understand my medicines, treatments and tests.
- I am as comfortable as possible.
- I am participating in daily activities as much as possible.

Before I leave...

- I know which medicines I need to take, why, and what side effects to watch for. I know how and where to get them.
- I understand my condition/illness and what symptoms to report.

- I know what activities are safe for me.
- I know what I can eat.

To be ready to go...

- I have a plan to get any equipment I may need.
- I know which doctor(s) to call and have their phone number(s).
- My follow-up appointments are made.
- My questions have been answered.

Billing questions

As you prepare to go home you may have questions about your hospital bill. Will my insurance be billed? How much will I have to pay? What if I'm not able to pay it all at once? Please direct any inquiries to our business office at 206-320-5300, or toll-free at 1-877-406-0438. If it's more convenient, you can find more information or pay your bill online at this web address: www.swedish.org/billing.



Other major associated providers:

- AMR (Ambulance) 800-913-9106
- Cellnetix 800-374-4045
- LabCorp 888-680-4140
- US Anesthesia Partners –
Washington 888-900-3788
- Pacific Anesthesia
(Edmonds campus) 425-407-1500
- Radia Imaging 888-927-8023

Financial assistance

Swedish cares for people and their health needs whether or not they can pay. We will work with our patients through any financial issues, including finding ways to make medical care more affordable. Swedish hospitals offer financial assistance to eligible patients who are not able to pay for their medical bills. If you are having trouble paying for all or some of your health care, please talk with a patient financial advocate or customer service representative about how we can help you. They can be reached by telephone at 877-406-0438 or on our website at [Swedish.org/patient-visitor-info/billing](https://www.swedish.org/patient-visitor-info/billing).

Comments and concerns

Comments or concerns about your stay at Swedish

Swedish Medical Center has a procedure in which patients are able to voice concerns without fear of jeopardizing their care. If you or your family member has complaints about medical care received in our hospital, please feel free to speak with any manager or staff member on your unit. We strive to solve any unsatisfactory issues as quickly as possible during your stay.

You may also contact:

For medical care issues:

Clinical Quality Investigations

(clinical-care issues)

747 Broadway

Seattle, WA 98122-4307

206-386-2111

Email: SMC-CQI@swedish.org

For customer experience issues:

If you have concerns, complaints, or positive recognition about any non-clinical aspect of your hospital stay, please email: SwedishCustomerExperience@swedish.org

You also have the right to contact the Washington State Department of Health, or to contact our hospital Accrediting Agency,

Det Norske Veritas (DNV) with concerns regarding your hospital stay.

Washington State Department of Health
Health System Quality Assurance

Complaint Intake

P.O. Box 47857

Olympia, WA 98504-7857

1-800-633-6828

Email: HSQAComplaintIntake@doh.wa.gov

Det Norske Veritas (DNV)

DNV-GL Healthcare

Attn: Hospital Complaints

400 Techne Center Drive, Suite 100

Milford, OH 45150

1-866-496-9647

Email: Hospitalcomplaint@dnvgl.com

If you are a Medicare beneficiary:

If you are a Medicare beneficiary and have a concern regarding quality of care, your Medicare coverage or premature discharge, you may contact KEPRO:

KEPRO

1-888-305-6759

TTY: 1-855-843-4776

For clinic-based concerns, please contact:

Swedish Medical Group (clinics)

Direct concerns to the clinic manager or patient relations: 206-215-2979

Email: SMG-PatientRelations@swedish.org

Notice of nondiscrimination and accessibility rights

We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Swedish does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Swedish:

- (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 Swedish 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 Swedish by contacting the civil rights coordinator for your service location as listed below:

Service location	Civil rights coordinator
All locations except Swedish Edmonds	Civil rights coordinator, 101 W. 8th Ave., Spokane, WA 99204 Telephone: 1-844-469-1775; Interpreter line: 1-888-311-9127 Email: Nondiscrimination.WA@providence.org
Swedish Edmonds	Civil rights coordinator (Bed Control), 21601 76th Ave. W., Edmonds, WA 98026 Telephone: 1-844-469-1775; Interpreter line: 1-888-311-9178 Email: Nondiscrimination.SHS@providence.org
Senior Services	Civil rights coordinator, 2811 S. 102nd St., Suite 220, Tukwila, WA 98168 Telephone: 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 Ave. 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>.

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in our health programs and activities.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711)

CHÚ Ý: Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Gọi số 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-311-9127 (Swedish Edmonds 888-311-9178) (телетайп: 711).

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա ձեզ կարող են տրամադրվել լեզվական աջակցություն անվճար ծառայություններ: Չանզահարեք 888-311-9127 (Swedish Edmonds 888-311-9178) (հեռախոս (TTY) 711).

يُرجى الانتباه: إذا كنتم تتكلمون اللغة العربية، فأعلموا أن خدمات المساعدة اللغوية متوفرة مجاناً لكم. اتصلوا برقم الهاتف 888-311-9127 [أو برقم الهاتف 888-311-9178 عند الاتصال بالمركز الطبي السويدي في إدموندز (Swedish Edmonds)] (أو بخط المبرقة الكاتبة TTY لضعاف السمع والنطق على الرقم 711).

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY:711) تماس بگیرید.

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。888-311-9127 (Swedish Edmonds 888-311-9178) (TTY:711)まで、お電話にてご連絡ください。

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਿ ਰੇ, ਤਾਂ ਭਾਸ਼ਾ ਧਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ। 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

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โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการ การความช่วยเหลือทางภาษาได้โดยไม่มีค่าใช้จ่าย โทร 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711)

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