

Txais Tos Tus Neeg Mob - Cov Ntsiab Lus

Tus Neeg Mob Tej Cai thiab Txheej Txheem Tsis Txaus Siab

Kev Pab Txhais Lus

Paub koj Pab Pawg Saib Xyuas Kho Mob

Daim Paib Cim Chav rau Kev Xwm Txheej Teb Sai Sai

Kev Npaj Tawm Hauv Tsev Kho Mob (Kev Tso Tawm)

Kev txav tus neeg mob mus los kom nyob nyab xeeb hauv tsev kho mob

Nyob ntawm Cheeb Tsam Xab Tsev Koj Nyob Hauv Tsev Kho Mob yog qhov tseem ceeb

11 lub Tswv Yim uas Pab Tiv Thaiv Kom Txhob Ntog Thaum Koj Nyob hauv lub Tsev Kho Mob

Yuav Tiv Thaiv Kab Mob Li Cas Lub Sij Hawm Koj Nyob Hauv Tsev Kho Mob

Nkag Siab Txog Daim Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas thiab Cov Ntsiab Lus Hais Txog

Koj Cov Cai thiab Lub Luag Haujlwm uas yog tus neeg mob

Koj Cov Cai thiab Kev Pab Tiv Thaiv Thaum Raug Tsub Nqi Kev Kho Mob Uas Tsis Paub.Txog

Lus Ceeb Toom Txog Txoj Kev Tiv Thaiv Koj Cov Ntaub Ntawv

Cov Cai Raws Li Tsoom Fwv Teb Chaws Txoj Cai - Minnesota Daim Ntawv uas Qhia Tias Tib Neeg Mob Muaj Cai Li Cas



Tus Neeg Mob Txoj Cai thiab Kev Tsis Txaus Siab

Yog muaj kev txhawj xeeb qhov twg txog kev saib xyuas tus neeg mob, kev pabcuam lossis kev nyob nyab xeeb uas daws tsis tau laib, xav kom cov neeg mob tiv tauj tus neeg ua haujlwm sawv cev hauv tsev kho mob. Cov neeg mob muaj txoj cai kom tsev kho mob teb lus rov qab txog txhua qhov kev tsis txaus siab. Kev sau ntawv lossis hais lus tsis txaus siab ntsig txog Tus Neeg Mob Txoj Cai lossis tej zaum yuav daws tau lwm yam kev txhawj xeeb los ntawm kev tiv tauj:

Abbott Northwestern Hospital Patient Care Liaison Office
800 East 28th Street
Minneapolis, MN 55407
Xov Tooj: (612) 863-5391 lossis
(877) 618-2203

(Thaum tsis muaj tus neeg saib xyuas neeg mob patient care liaison, thov nug cov neeg ua haujlwm kom muaj kev pab tiv tauj tus neeg sawv cev tswj hwm administrative representative.)

LOS YOG

Nug txog lossis tsis txaus siab txog kev saib xyuas thiab kev nyob nyab xeeb ces nug tau rau:

Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organization
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Xov Tooj: (800) 994-6610
Email: Complaint@jcaho.org

Nug txog lossis kev tsis txaus siab txog Tus Neeg Mob Txoj Cai lossis kev kho mob ces nug rau:

Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164-0970
Xov Tooj: (651) 201-4201
1-800-369-7994

Minnesota Board of Medical Practice
2829 University Ave SE, Suite 400
Minneapolis, MN 55414-3246
Xov Tooj: (612) 617-2130
1-800-657-3709

Nug txog dhiav kev pab rau kev saib xyuas lossis kev tso tawm ntawm tsev kho mob ntxov ntxov ces nug rau cov koom haum hauv qab no:

Ombudsman for Older Minnesotans
P.O. Box 64971
St. Paul, MN 55164-0971
Xov Tooj: (651) 431-2555 (hauv)
1-800-657-3591

Quality Improvement Organization
Livanta- BFCC QIO Program
10820 Guilford Road, Suite # 202
Annapolis Junction, MD 20701
Xov Tooj Hu Kev Deb 1-888-524-9900
TTY 1-888-985-8775
www.livantagio.com

Interpreter services



You have a right to a medical interpreter at no cost to you. Please let the nurse or other clinical staff know if you would like to have an interpreter available during your visit.

Deaf and hard of hearing services

A telecommunications device is available to help deaf and hard of hearing patients or patients who want to communicate with a deaf or hard of hearing relative or friend.

In addition, we have American Sign Language interpreters available to help patients who are deaf or hard of hearing communicate.

Call **612-262-3220** for services.

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Tiene derecho a un intérprete médico gratuito. Hágale saber al personal de enfermería o al personal clínico si desea tener un intérprete durante su visita.

Servicios para sordos y personas con problemas de audición

Disponemos de un dispositivo de telecomunicaciones para ayudar a los pacientes sordos y con problemas de audición o a los pacientes que desean comunicarse con un familiar o amigo sordo o con problema de audición.

Además, disponemos de intérpretes de Lenguaje de Señas Americano para ayudar a los pacientes sordos o con problemas de audición a comunicarse.

Koj muaj cai muaj tus neeg txhais lus rau kev kho mob uas koj yuav tsis tau them nqi. Thov qhia rau tus kws saib xyuas tu neeg mob lossis lwm tus neeg ua haujlwm kho mob paub yog tias koj xav kom muaj ib tug neeg txhais lus nyob rau thaum koj mus ntsib.

Cov kev pab cuam rau cov lag ntseg thiab tsis hnov lus zoo

Muaj cov cuab yeej siv los sib txuas lus los pab cov neeg lag ntseg thiab hnov lus tsis zoo los yog cov neeg mob uas xav sib txuas lus nrog cov txheeb ze lossis phooj ywg.uas lag ntseg tsis hnov lus zoo.

Tsis tas li ntawd xwb, peb muaj cov neeg Txhais Lus Piav Tes los pab cov neeg mob lag ntseg lossis tsis hnov lus zoo sib txuas lus.

Waxaad xaq u leedahay inaad hesho turjubaan caafimaad oo bilaash ah. Fadlan u sheeg kalkaalisada ama shaqaalaha kale ee daawaynta haddii aad rabto inaad hesho turjubaan inta lagu jiro booqashadaada.

Adeegyada dadka dhegaha la'a ama maqalka uu ku adag yahay

Aalad isgaarsiineed ayaa diyaar ah si ay u caawiso dadka dhegaha la' iyo kuwa maqalka adag ama bukaanka raba in ay la xiriiraan qaraabo ama saaxiib.

Intaa waxa dheer, waxaan leenahay turjubaano Afka Astaanta U ah dadka dhegaha la'a ee Amerikanka ah oo diyaar u ah inay caawiyaan bukaannada dhegaha la' ama maqalkoodu adag yahay xiriirintooda.

У вас есть право на бесплатные услуги медицинского переводчика. Сообщите, пожалуйста, вашей медсестре или кому-либо из медицинского персонала, если вы хотите, чтобы во время приема вам были предоставлены переводческие услуги.

Услуги для глухих и слабослышащих

Для помощи глухим и слабослышащим пациентам, а также пациентам, которые хотят общаться со своими глухими или слабослышащими родственниками и друзьями, существует телекоммуникационное устройство.

В дополнение к этому, для помощи в общении глухим и слабослышащим пациентам у нас есть переводчики американского языка жестов.



Paub pab pawg tu saib xyuas koj

Peb tau cog lus tias yuav muab kev saib xyuas kom zoo, muaj kev hlub tshua thiab saib xyuas zoo rau peb cov neeg mob thiab lawv tsev neeg.

Raws li ib feem ntawm qhov kev cog lus ntawd, peb tau ua kom yooj yim rau koj los txheeb xyuas cov neeg ntawm koj pab pawg saib xyuas thiab lawv yuav pab tau koj li cas.

Pab neeg tu koj hnav cov xim hauv qab no:

Nplog Hauv Nplooj Hli	Tus Nai Maum	Xim Nroog Xiav Ntsuab	Qhov Chaw Pab Saib Xyuas Tu Tus Neeg Mob
Nplog Chaw	Lub Chaw Kuaj Ntshav	Xim Ntsuab	Qhov Chaw Saib Xyuas Ua Ntaub Ntawv
Xim Liab Nroog Dub	Lub Khw Muag Tshuaj	Xim Xiav	Qhov Chaw Pab Kho Kom Zoo
Nplog Lub Qeeb Dua	Kev Kho Mob Pab Ua Pa	Xim Paj Yeeb	Daim Ntawv Tso Cai Cov Nais Maum
Xim Liab Nroog Dub Xim Dub	Chaw Ua Khoom Noj Khaum Haus	Xim Txho	Chaw Thaij Duab Siv Fais
Nplog Bpoog Dua	Chaw tu Vaj Tsev Chaw Ntxhua Tu Khaub Ncaws	Lub Ris Khaki	Cov Khoom Siv

Pab Pawg Teb Ceev Ceev

**If you are concerned, so are we.
Contact the nurse.**

**Yog muaj kev txhawj xeeb, thov hu rau 3-1111
ntawm tsev kho mob lub xov tooj. Qhia koj chav pw.
Thov kom muab pab neeg teb ceev ceeb los pab.**

**Hu
3-1111**

Koj puas pom cov cim ceeb toom uas yuav
qhia tau tias tus neeg mob mob hnyav dua?

- ➔ Hnov lub plawv dhia los yog dhia ceev ceev
- ➔ Hnov zoo li yuav tsaus muag
- ➔ Los yog taub hau kiv yuav tsaus muag nyuaj ua pa
- ➔ Hloov hauv kev feeb tsis meej
- ➔ Hloov kev hais tsis taus lus
- ➔ Muaj yam tshiab tsis muaj zog ntawm caj
npab, ceg lossis ntsej muag

*Peb txhawb kom siv Pab Pawg Teb Ceev Ceev kom peb pab tau tus neeg mob qhov kev hloov pauv. Kev tshawb
fawb qhia tias pab pawg no cawm tau neeg txoj sia.*

*Qhov no yog ib feem ntawm peb txoj kev mob siab los muab kev saib xyuas kom zoo, muaj kev hlub tshua uas
peb xav tau rau peb tus kheej thiab peb tsev neeg.*

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Planning for Leaving the Hospital (Discharge)

Your Transition

As soon as you enter the hospital, your health care team is thinking about and planning for the day you leave the hospital.

It is important to remember that hospitals specialize in care that requires doctors to manage an illness or injury every day. When your health care needs no longer require this type of care, planning must start for the rest of your recovery.

You may need the care of a skilled nursing facility, home care, home hospital or rehabilitation if you have the following needs when your hospital stay ends:

- wound care
- intravenous (IV) medicines or treatments
- rehabilitation services
- help transferring from the chair to the bed
- help with walking
- help with daily tasks, such as eating, getting dressed, using the toilet or taking medicines unless a caregiver will help with these tasks.

Npaj Yuav Tawm ntawm lub Tsev Kho Mob (Kev Tso Tawm)

Koj lub Sij Hawm Hloov

Thaum koj nkag los hauv lub tsev kho mob, koj pawg neeg kho mob tab tom xav txog thiab npaj rau hnuv uas koj yuav tawm ntawm lub tsev kho mob.

Tseem ceeb heev rau koj nco qab hais tias cov tsev kho mob yeej muaj cov kws kho mob uas tswj kav kev mob kev nkees los sis kev raug mob txhua txhua hnuv. Thaum koj tsis xav tau tej kev kho mob li no ntxiv lawm, ces yuav tsum npaj rau koj lwm txoj kev zoo mob zoo nkees.

Tej zaum koj yuav tau mus txais kev pab tu saib xyuas los ntawm lub tsev kho mob tu neeg mob, tu saib xyuas hauv tsev, kho mob hauv tsev lossis mus nyob hauv tsev tu mob kom rov zoo yog yuav tau txais kev pab tom qab koj tawm hauv tsev kho mob:

- kev tu kiav txhab
- kev tso tshuaj hauv txoj yas (IV) los sis lwm yam kev kho mob
- kev pab kho mob kom nyob li qub
- kev pab pauv thaum txav ntawm lub rooj zaum mus pw hauv txaj
- pab taug kev
- pab ua ub ua no, zoo li noj mov, hnav khaub ncaws, siv chav dej los sis noj tshuaj, tsuas yog muaj ib tug neeg uas yuav pab ua tej no.

(over)

Transferring your care to another facility or service may be confusing and, at times, overwhelming. You need to know what your options are for your care. You also need to be involved in these decisions.

Once you no longer need hospital care the transfer to other care can happen quickly. You will have the information and help you need to be prepared for this change. With the help of staff members, your transition can be a smooth one.

Making Your Discharge Easier

Your health care team will determine when you can safely leave the hospital (discharge). They will confirm your discharge details (such as date and time) and write it on your care board.

Health care team members may update your care board as your health needs change.

While You Are in the Hospital

- Ask your nurse or doctor questions about what you will need to know to take care of yourself after you leave the hospital.
- Talk with your family or friends to find out who would be available to take you home.
- If you are paying for private transportation, be sure to make a reservation for the day you will be leaving the hospital. If you need help, please ask your nurse.
- Ask whoever will help you at home to come to the hospital to get any instructions from the nurses.

Hloov koj txoj kev tu saib xyuas mus rau lwm qhov chaw lossis cov kev pabcuam yuav ua rau tsis nkag siab thiab, qee zaum, nyuaj heev. Koj yuav tsum paub seb koj muaj tej kev xaiv li cas hais los txog kev kho mob. Koj kuj yuav tsum pab ua tej kev txiav txim no.

Thaum koj tus mob zoo lawm, kev hloov mus rau lwm qhov chaw tu saib xyuas yuav tshwm sim sai. Koj yuav muaj tej xov xwm thiab kev pab uas koj xav tau kom npaj rau txoj kev hloov no. Nrog rau cov neeg pab khiav hauj lwm no, koj yuav hloov tau chaw kho mob yooj yim heev.

Ua Kom Koj Txoj Kev Tawm ntawm Tsev Kho Mob Yuav Yooj Yim

Koj pab neeg tu saib xyuas kev noj qab haus huv yuav txiav txim siab thaum twg koj mam tawm hauv tsev kho mob yam nyob nyab xeeb (tso tawm). Lawv yuav qhia koj paub hnuv twg mam tso tawm (xws li hnuv tim thiab lub sijhawm) thiab sau rau koj daim kab nras ntawm phab ntsa.

Cov tswv cuab hauv pab neeg saib xyuas kev noj qab haus huv sau ntawv rau ntawm koj daim kab nras raws li koj qhov kev kho mob tau hloov pauv.

Thaum Koj Nyob hauv lub Tsev Kho Mob

- Nug koj tus nais maum los sis kws kho mob seb koj yuav tau tu koj tus kheej li cas tom qab koj tawm ntawm lub tsev kho mob mus.
- Nrog koj tsev neeg los sis phooj ywg tham seb leej twg yuav khoom xa koj mus tsev.
- Yog koj yuav them tus nqi thauj koj mus tsev, koj yuav tau teem caij rau lawv tuaj thauj koj mus tsev. Yog koj xav tau kev pab, thov koj tus nais maum.
- Nug seb leej twg yuav yog tus pab koj nyob tom tsev kom tuaj tom tsev kho mob txais cov lus qhia los ntawm cov kws saib xyuas neeg mob.

- Learn about your medicines. Be sure you know the names, what they do, how much to take, when to take them, how to take them and how to store them. Ask your nurse if the medicines react with other medicines.

Day Before Discharge

- Tell the person who is driving you home from the hospital what day and time to pick you up.
- Ask family members or friends to start taking home some of your personal items, such as flowers, cards, cell phone or extra clothes.

Day of Discharge

- Remind the person driving you home what time to be at the hospital.
- Make sure you have all of your personal items.
- You will receive information and instructions for follow-up appointments.
- Be sure you review and understand your discharge instructions.
- Ask your nurse or doctor if you have any questions or concerns.

- Kawm txog koj cov tshuaj. Koj yuav tsum paub tej npe tshuaj, tej ntawd ua dab tsi, yuav tau noj npaum li cas, yuav noj thaum twg, yuav noj li cas thiab khaws cia qhov twg. Nug koj tus nais maum seb cov tshuaj puas haum nrog koj lwm cov tshuaj thiab.

Hnub Ua Ntej Mus Tsev

- Qhia tus neeg uas xa koj mus tsev tias lawv yuav tsum tuaj hnub twg thiab pes tsawg moos los tos koj.
- Thov cov neeg hauv koj tsev neeg los sis cov phooj ywg kom pib nqa koj cov khoom mus tsev, zoo li tej re paj, ntawv, xov tooj nqa ntawm tes los sis tej ris tsho.

Hnub uas Tawm Mus Tsev

- Qhia tus neeg uas yuav xa koj mus tsev seb lawv yuav tsum tuaj txog lub tsev kho mob thaum pes tsawg moos.
- Yuav tsum npaj tag nrho koj cov khoom.
- Koj yuav txais cov xov xwm thiab lus qhia seb yuav rov qab ntsib kws kho mob thaum twg.
- Nco ntsoov tshuaj xyuas thiab nkag siab rau cov lus qhia rau koj thaum tawm rov mus tsev.
- Nug koj tus neeg saib xyuas lossis tus kws kho mob yog tias koj muaj lus nug lossis kev txhawj xeeb.



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The lift helps move a patient comfortably with a sling attached to a lift mounted on the ceiling.

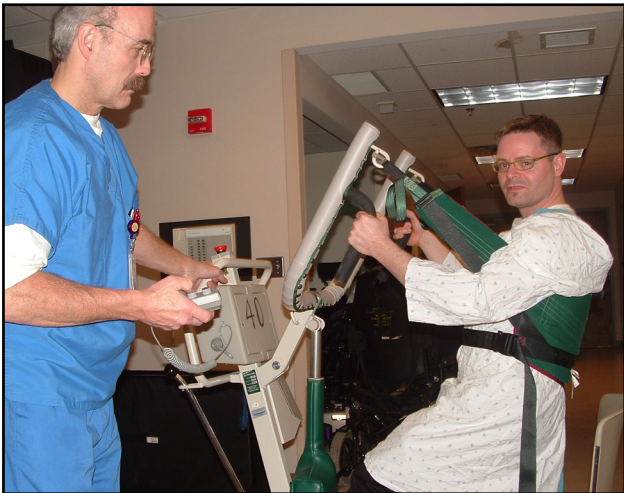
Khoom dai ntawm lub qab nthab yuav ev tus neeg mob thaum tseem xis nyob rau hauv ib daim ntaub ev neeg.



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The mobile lift helps move a patient comfortably with a sling attached to a lift on wheels.

Khoom txawj txav uas muaj log yuav ev tus neeg mob thaum tseem xis nyob rau hauv daim ntaub ev neeg.



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A sit-to-stand device helps a patient stand.

Khoom pab sawv yuav pab tus neeg mob sawv.



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A special airbed helps move a patient comfortably while lying down.

Cov khoom txav neeg uas muaj lub txaj pa yuav pab txav neeg thaum tseem pw.

Safe Patient Moving in the Hospital: Actively Caring for You

Your Safety

Your safety during your hospital stay is very important. Your caregivers will help keep you safe by using safe patient moving equipment if you cannot fully move yourself.

This equipment will help protect you from falling and from getting bruises and skin injuries that you might get without the equipment.

Safe patient moving equipment has other benefits. Patients who have used this equipment report:

- greater comfort while being moved
- skin protection
- security (being protected from falling)
- better hygiene
- greater dignity.

Special lifting equipment, moving aids or both can also shorten your rehabilitation and prevent injuries among hospital caregivers.

Neeg Mob Kev Mus Ub No Hauv Lub Tsev Kho Mob: Kev Saib Xyuas Koj

Koj Txoj Kev Nyab Xeeb

Koj txoj kev nyab xeeb thaum nyob hauv lub tsev kho mob yeej tseem ceeb. Koj cov neeg uas saib xyuas koj yuav pab koj nyab xeeb thaum siv cov khoom pab neeg mob txav yog koj txav tsis taus koj tus kheej.

Cov khoom pab no yuav tiv thaiv koj kom thiaj tsis ntog thiaab raug doog ntshav thiaab mob nqaij daim tawv uas tej zaum koj yuav raug yog tsis muaj cov khoom pab no.

Kuj muaj lwm yam txiaj ntsig los ntawm cov khoom pab txav no. Cov neeg mob uas siv cov khoom pab no qhia hais tias:

- xis nyob zog thaum txav mus ub no
- tiv thaiv cov nqaij daim tawv
- nyob nyab xeeb (thiaj tsis ntog)
- tu tau tus kheej zoo dua
- tsis txaj muag pes tsawg.

Cov khoom pab tsa neeg, cov khoom pab txav los yog ob hom no kuj ua tau rau koj nyob hauv tsev kho mob luv zog thiaab kuj tiv thaiv kom txhob raug mob los ntawm cov neeg saib xyuas hauv lub tsev kho mob.

(over)

When Equipment May Be Used

For most adult patients, safe patient moving equipment may be used when you need help:

- being moved (such as from a wheelchair to the bed, or from the bed to the toilet)
- changing positions (such as scooting up or rolling in a bed)
- during care (such as changing a dressing, or for hygiene).

Your health care team will honor your privacy at all times and answer any of your questions. Lifting equipment may not be used during an emergency or if it is not part of your care plan.

How Lifting and Moving Equipment Will be Chosen

Your health care team will assess if it is safe for you to move on your own without risk of falling or injury. **If you need help from caregivers to move, you will be lifted or moved with this equipment. This is for your own safety.** Your caregivers will choose the right equipment to move you safely with the greatest comfort.

Your health care team will run the equipment and be with you while you are moving.

Common types of lifts you may see include the following.

- **Full lifts** are used for patients who are not able to support their own weight or who are disoriented. There are two types of full lifts:
 - overhead lift, which is attached to the ceiling of the room
 - mobile lift, which rolls across the floor.

For both of these lifts, the patient rides in a cloth sling that is securely hooked to the lift.

Thaum Twg Yuav Siv Cov Khoom Pab

Neeg laus uas mob feem coob yuav siv cov khoom pab txav thaum twg koj xav tau kev pab:

- txav mus los (xws li tawm lub laub neeg mus rau lub txaj, los yog ntawm lub txaj mus rau lub rooj tso zis)
- hloov kev zaum (xws li dov mus hauv lub txaj)
- thaum txais kev saib xyuas (xws li thaum hloov ntaub qhwv, los yog thaum tu tus kheej).

Koj pab pawg neeg saib xyuas yuav saib koj rau nqi txhua lub sij hawm thiab yuav teb koj cov lus nug. Siv tsis tau cov khoom pab tsa neeg thaum muaj xwm txheej ceev los sis yog tsis nyob hauv koj txoj hau kev saib xyuas.

Yuav Xaiv Cov Khoom Pab Tsa thiab Txav Li Cas

Koj pab pawg saib xyuas yuav luj ntsuas seb puas nyab xeeb rau koj txav mus koj tus kheej yam tsis muaj feem ntog los raug mob. **Yog koj tooj kas kev pab ntawm cov neeg saib xyuas kom thiaj txav, ces mam li siv cov khoom pab no. Yuav ua li no kom pab koj thiaj nyab xeeb.** Koj cov neeg saib xyuas yuav xaiv cov khoom pab tsim nyog uas yuav cia koj xis nyob zog.

Koj pab pawg neeg saib xyuas yuav siv cov khoom pab thiab nyob nrog koj thaum twg koj txav mus.

Nyaj koj yuav pom cov khoom pab tsa nram qab no.

- **Khoom Pab Ev Neeg** yog siv rau cov neeg mob uas sawv tsis taus lawv tus kheej los yog nyob tsis meej pem. Muaj ob hom khoom pab ev neeg:
 - khoom dai rau ntawm lub qab nthab
 - khoom txawj txav, uas khiav tau rau ntawm av.

Rau ob hom khoom pab no, tus neeg mob yuav zaum rau hauv daim ntaub ev neeg uas ntsia rau lub tshuab nqa neeg.

- **Lateral transfer devices** are used for moving patients from a bed to a stretcher or table while lying down. One device uses an air mattress to glide the patient between two surfaces.
- **Sit-to-stand transfer devices** are used for patients who have some upper body strength and ability to support their own weight. The equipment allows a patient to move from a chair or toilet to the bed.
- **Powered transport carts and tugs** are used to move patients long distances or on carpeted hallways.

Moving equipment pictures are on the next page.

- **Khoom txav neeg** yog siv kom muab neeg mob txav ntawm lub txaj mus rau lub txaj txawj txav los yog lub rooj thaum tseem pw. Ib khoom pab no siv ib lub txaj pa kom txav tus neeg mob ntawm ob qho chaw.
- **Cov khoom pab sawv** yog siv rau cov neeg mob uas muaj zog me ntsis ntawm caj npab thiab txhawb taus lawv tus kheej. Cov khoom pab no yuav cia tus neeg sawv ntawm lub rooj zaum los yog lub rooj tso zis mus rau lub txaj.
- **Cov khoom thauj neeg** yog siv kom thauj neeg mob kev deb los yog chaw uas lub laub neeg mus tsis tau.

Muaj cov duab txog cov khoom pab no nyob rau ntawm daim nplooj tom ntej.

Nyob Rau Ntawm Xab Tsev Koj Pw Kho Mob Yog Qhov Tseem Ceeb

Kev Noj Qab Haus Huv thiab Kev Nyob Nya

Ua tsaug kev tso siab rau Allina Health txog koj kev kho mob nrog kev saib xyuas. Koj tsim nyog tau txais kev saib xyuas zoo tshaj plaws thiab kev nyab xeeb tshaj plaws ntawm kev kho mob. Xav tias koj pab neeg saib xyuas kev noj qab haus huv zoo tam li yog cov khu pab koom tes hauv koj kev kho mob nrog kev saib xyuas.

Koj Nyob Hauv Tsev Kho Mob

Koj yog ib tus neeg los koom tes hauv koj txoj kev kho mob thiab kev rov qab zoo.

Nyob hauv tsev kho mob yuav ua rau koj nkees, ntxhov siab, laj nyob lossis nyob ib leeg kho siab. Tej zaum koj yuav muaj qhov xav xav tawm hauv tsev kho mob.

Ib qho tseem ceeb tshaj plaws uas koj yuav ua tau yog nyob ntawm koj xab tsev kho mob. Kev tawm mus yuav ua rau koj muaj kev pheej hmoo tsis zoo rau:

- kev ntog
- qhov nqaij ntxiv yuav rov ntuag
- tau tus kab mob voos
- tsis nco qab noj ib qho tshuaj
- ncua rau kev kho mob los yog kev pab kho mob.

Yog koj yuav tawm mus lawm, koj pab neeg saib xyuas kev noj qab haus huv yuav tso koj tawm hauv tsev kho mob. Qhov no txhais tau tias koj tawm hauv tsev kho mob yam tsis tau txais tag nrho cov kev kho mob lossis rov zoo tu qab.



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Koj qhov kev nyov nyab xeeb yog qhov tseem ceeb. Nyob rau ntawm xab tsev koj tuaj nyob kho mob yog ib yam uas koj yuav pab tau kom muaj kev nyab xeeb.

Yog koj rov qab tuaj rau hauv tsev kho mob tom qab tso koj tawm mus tsev, koj yuav tsum tau mus rau hauv Emergency Department los yog Maternal Assessment Center kom paub tau seb koj puas yuav tau rov pw kho mob. Tej zaum koj yuav tau them nyiaj ntxiv raws li koj qhov isaslas pov hwm kho mob.

Tsis Pub Haus Luam Yeeb

Tsis paub haus luam yeev ntawm Allina Health Cov Tsev Kho Mob.

Koj yuav tawm tsis tau ntawm tsev kho mob mus haus luam yeeb.

- Txhawm rau kev tswj koj kev nqhis:
nug ib tug neeg ua haujlwm ntawm koj pab neeg saib xyuas kev noj qab haus huv txog kev siv nicotine los pab.
- Kom kawm txog kev txiav luam yeeb:
nug ib tug neeg ua haujlwm ntawm koj pab neeg saib xyuas kev noj qab haus huv rau cov peev txheej kev pabcuam.

11 Tips to Prevent Falls While You Are in the Hospital

Remember: Certain medicines, general weakness, and new surroundings during your hospital stay can increase your risk of falling.

Tips to Prevent Falls

1. For your safety, a member of the nursing staff will stay within arm's reach with you in the bathroom and when you are walking.
2. Wear nonslip footwear (red slippers) when you are up.
3. Other things that may be used to keep you safe in the hospital include a bed alarm, chair pad alarm, floor mat or observation camera.
4. Use the call light when you need help.
5. Ask the nursing staff for help to and from the bathroom. This is very important if you are unsteady. The call light in the bathroom may be located on the wall.
6. If you take medicines that cause you to go to the bathroom often, ask for help when you need to get up. Consider using a commode or urinal.

11 lub Tswv Yim uas Pab Tiv Thaiv Kom Txhob Ntog Thaum Koj Nyob hauv lub Tsev Kho Mob

Nco ntsoov: Muaj tej yam tshuaj, kev qaug zog, thiab ib chav tsev tshiab thaum koj pw hauv lub tsev kho mob txhua yam puav leej no ua rau koj haj yam muaj feem yuav ntog rau pem teb.

Tej Tswv Yim uas Pab Kom Yus Tsis Txhob Ntog

1. Kom koj yuav puaj phais, ib tug nais maum yuav nyob ze koj thaum koj nyob hauv chav dej thiab thaum koj tab tom taug kev.
2. 2Rau cov khau uas tsis nplua (khau ntaub liab) thaum twg koj sawv.
3. 3Lwm yam uas yuav pab kom koj puaj phais hauv lub tsev kho mob muaj lub tswb nrov rau txaj, daim pua rooj zaum uas muaj tswb nrov, daim pua hauv av los sis lub koob thaij duab.
4. Siv lub khawm hu neeg tuaj pab thaum twg koj toob kas kev pab.
5. Thov ib tug nais maum pab koj thaum yuav mus siv chav dej thiab rov qab los pw. Qhov no tseem ceeb heev yog tias koj sawv tsis ruaj tsis khov. Qhov uas hu neeg tuaj pab hauv chav dej yeej nyob rau ntawm phab ntsa.
6. Yog tias koj tab tom noj ib co tshuaj uas ua rau koj mus siv chav dej ntau, thov kev pab thaum twg koj yuav sawv. Tej zaum koj yuav xav siv ib lub rooj tso zis tso quav uas nyob ntawm ib sab txaj los sis ib lub hwj cug zis.

(over)

7. Some medicines may cause you to feel dizzy or sleepy. Take your time getting out of the bed or chair. Sit at the edge of the bed for a few seconds before you get up.
8. Wear your eyeglasses, hearing aid(s) or both when you are awake.
9. Walkers and canes can provide support. Other items do not. Do not lean on the bedside table, furniture, IV pole or other items to steady yourself.
10. Ask a member of your health care team to place the call light, phone and personal items within your reach before they leave the room.
11. Tell a member of the nursing staff if you have any concerns about your safety.

For Family and Friends

The nurse identifies patients who may be at risk for falling with red slippers, special signs or both.

Please speak up about safety concerns to the nursing staff. This includes information about the risk of falling, or a recent history of a fall.

Patient safety and comfort are important to the health care team. Family and friends can also help. Please read the information in this fact sheet so you can remind your family member or friend of the 11 tips to prevent falls.

7. Ib co tshuaj ua rau koj kiv taub hau los sis ua rau koj nkees nkees. Maj mam sawv ntawm lub txaj los sis lub rooj zaum los. Zaum ntawm ntug txaj ib pliag ua ntej koj sawv.
8. Looj koj cov iav qhov muag, lub ntsaws pob ntseg pab hnov lus los sis ob yam tib si thaum koj sawv.
9. Cov khoom uas pab yus txheem tes thiab cov pas nrig yeej pab tau koj. Tiam sis lwm yam khoom tsis pab li. Tsis txhob txheem ntawm cov rooj uas nyob ib sab koj txaj, lwm yam rooj tog, tus pas uas lawv dai dej IV los sis lwm yam khoom kom koj thiaj sawv ruaj thiab khov.
10. Nug ib tug ntawm cov neeg saib xyuas koj kom muab lub tswb hu, lub xov tooj thiab koj cov khoom siv tso kom ncav cuag ua ntej lawv tawm ntawm koj chav mus.
11. Qhia ib tug nais maum twg yog tias koj muaj kev txhawj xeeb hais tias koj yuav raug xwm txheej li cas.

Rau Tsev Neeg thiab cov Phooj Ywg

Tus nais maum qhia txog cov neeg mob uas tej zaum yuav ntog thaum muab khau ntaub liab, cov paib tshwj xeeb los sis ob yam tib si.

Thov kom koj tsis txhob txaj muag hais cov nais maum yog tias koj muaj kev txhawj xeeb tsam yuav raug xwm txheej li cas. Nov yeej hais txog txoj kev muaj feem yuav ntog, los sis tsis ntev tas los lawm twb ntog rau pem teb lawm.

Pawg neeg kho mob yeej xav kom cov neeg mob yuav tsis raug xwm txheej thiab xav kom lawv yuav xis nyob. Tsev neeg thiab cov phooj ywg yeej pab tau. Thov nej ua tib zoo nyeem daim ntawv no kom nej thiaj qhia tau nej tsev neeg los sis cov phooj ywg txog 11 lub tswv yim uas pab tiv thaiv kom lawv tsis txhob ntog rau pem teb.

You can also do the following.

- Make sure the call light, phone and personal items are within easy reach of the patient before you leave the room.
- Call the nurse if the patient is weak or lightheaded.
- Consider staying with the patient if they are confused or at a high risk of falling.
- Call the nurse before leaving the patient if they are confused.
- Remind the patient to ask the nursing staff for help when getting up.

If you have any questions, please ask a member of your health care team.

Koj kuj pab tau yog tias koj ua tej yam no.

- Xyuas kom lub khawm hu neeg tuaj pab, lub xov tooj thiab lwm yam khoom nyob hauv ib qho chaw uas tus neeg mob ncav tau thaum twg koj tawm ntawm chav tsev mus.
- Hu tus nais maum los pab yog tias tus neeg mob twb qaug zog los sis kiv taub hau.
- Xav txog qhov yuav nyob uake nrog tus neeg mob yog tias lawv tsis mee pem lossis muaj qhov yuav ntog ntau dua.
- Hu rau tus kws saib xyuas cov neeg mob ua ntej tso tus neeg mob nyob ib leeg yog tias lawv tsis mee pem.
- Hais kom tus neeg mob thov tus nais maum los pab thaum twg nws xav sawv.

Yog koj muaj lus nug dab tsi, cia li nug ib tug neeg ntawm koj pawg neeg kho mob.

Tej Yam uas Pab Tau Koj Tsis Txhob Ntog



- ☐ Siv koj lub khawm taw teeb hu neeg tuaj pab yog koj yuav sawv los sis ncav muab ib yam dab tsi.



- ☐ Qhib lub tswb txaj txhua lub sij hawm.



- ☐ Nrog koj tus nais maum teem sij hawm mus siv chav dej.



- ☐ Thov ib tug neeg uas pab tu koj (ib tug hauv tsev neeg los sis ib tug phooj ywg) los nrog koj nyob.



- ☐ Hais kom 1 los sis 2 tug neeg ntawm koj pawg neeg kho mob pab koj sawv ntawm txaj.



- ☐ Rau cov khau uas tsis nplua los sis koj nkawm khau.



- ☐ Siv ib tug pas nrig, lub laub txheem, pas txheem qhov tsos los sis khoom txheem ib ce thaum koj tsis nyob hauv txaj.

☐ Koj tej tswv yim:

Tej Yam uas Ua Rau Koj Haj Yam Muaj Feem Ntog



- ☐ Sawv mus siv chav dej tsis thov neeg pab koj.



- ☐ Lub cev hnov txawv vim noj tshuaj.



- ☐ Twb ntog yav tas los lawm.



- ☐ Tsis hu koj tus nais maum los pab.



- ☐ Muaj ib txoj yas, txoj nqus, txoj ntxiv dej, ib tug ncej dai khoom los sis lwm yam khoom.



- ☐ Koj tsis khov thaum twg koj taug kev.

☐ Koj tej tswv yim:

Ways You Can Help Avoid Falls



- ☐ Use the call light when you need to get up or reach for something.



- ☐ Keep your bed alarm on at all times.



- ☐ Plan for bathroom breaks with your nurse.



- ☐ Have a member of your care circle (family member or friend) stay with you.



- ☐ Have 1 or 2 members of your health care team help you get out of bed.



- ☐ Wear non-skid slippers or shoes.



- ☐ Use a cane, walker, crutches or brace when you are out of bed.

☐ Your ideas:

Ways You Are More Likely To Fall



- ☐ Getting up to go to the bathroom without calling for help.



- ☐ Feeling different from medicine.



- ☐ Having fallen in the past.



- ☐ Not calling your nurse for help.



- ☐ Having a tube, drain, line, pole or other equipment.



- ☐ Feeling unsteady when you walk.

☐ Your ideas:

How To Prevent Infections During Your Hospital Stay

Hand Hygiene

Washing your hands, known as hand hygiene, is the most important way to prevent the spread of infections such as the common cold, influenza, and infections that are hard to treat such as Methicillin resistant staph aureus (MRSA).

- Insist that all health care workers and visitors wash their hands before they touch you or any devices you have.
- Perform hand hygiene often, especially after using the bathroom, blowing your nose, coughing, sneezing, before eating, before and after changing dressings or bandages, and when entering or leaving your room.
- If you cannot get to a sink, please ask your health care provider for a waterless alcohol hand rub or wipes.

To perform hand hygiene:

- Use soap and warm, running water.
- Wet your hands.
- Put some soap on your hands.
- Rub your hands together for at least 15 seconds. Cover all surfaces, including between your fingers and under fingernails.
- Rinse with running water.
- Dry your hands with a paper towel.

Yuav Tiv Thaiv Kab Mob Li Cas Lub Sij Hawm Koj Nyob Tom Tsev Kho Mob

Kev Ntxuav Tes

Kev ntxuav tes, los yog kev ntxuav tes kom huv, yog ib qho tseem ceeb dua plaws uas yuav tiv thaiv kev sib kis kab mob xws li mob hnoos, mob npaws daus no, thiab tej yam mob uas tua nyuaj xws li Methicillin resistant staph aureus (MRSA).

- Yuam kom txhua txhua tus cov neeg ua hauj lwm kho mob thiab cov qhua ntxuav tes ua ntej lawv los kov chwv koj los yog kov chwv tej cuab yeej ntawm koj lub cev.
- Nco ntsoov nquag ntxuav yus ob txhais tes, tseem ceeb yog thaum yus siv chav dej tag, tshuab ntswg tag, hnoos, txham, ua ntej noj mov, ua ntej thiab tom qab hloov ntaub qhwv kev txhab, thiab thaum nkag los thiab tawm ntawm yus lub chav so.
- Yog koj mus tsis tau txog lub dab ntxuav tes, thov nug koj tus neeg kuaj mob muab cov kua los sis ntawv uas muaj cawv cuaj caum (alcohol rub) koj los ntxuav tes.

Ntxuav tes kom huv li cas:

- Siv xub npus thiab dej sov uas ntwis mus.
- Ua kom koj ob txhais tes ntub dej.
- Tso ib co xub npus rau hauv koj ob txhais tes.
- Muab koj ob txhais tes txhuam ua ke rau tsawg kawg nkaus 15 xe nkoos. Ntxuav ntawm txhua qhov chaw, nruab nrab koj cov ntiv tes thiab hauv qab cov rau tes.
- Siv cov dej uas ntwis ntawd yaug zoo zoo.
- Siv ib daim ntaub so koj ob txhais tes kom qhuav.

(over)

- Use a paper towel to turn off the faucet.

To use alcohol hand rub, dispense a walnut-sized amount into your hand and rub until dry before touching anything.

Cough/Sneeze Hygiene (Respiratory Hygiene)

- Cover your mouth and nose with a tissue or your upper arm or elbow.
- Turn away from other people in the room.
- Put the used tissue in the waste basket. Cleanse your hands after handling a tissue or sneezing/coughing into your hands.
- You may be asked to wear a surgical mask when leaving your room.
- If your visitor has a cough remind him or her to cover a cough, wear a mask or both.

Special Precautions

If you are placed on special precautions to prevent the spread of infection, the nurse will explain the reason for precautions, what the staff will be doing and what your responsibilities are.

Catheter-related Bloodstream Infections

Central lines (central venous catheters including PICC lines), are lines put into a large vein in your arm, neck, chest or groin. The end of the line stops at or close to your heart.

- Siv daim ntaub thaum koj tua cov dej.

Yog xav siv cov kua uas muaj cov cawv cuaj caum, tso cov kua ntau npaum li ib lub txiv qhib rau hauv koj txhais tes thiab muab ob txhais tes sib txhuam txog thaum qhuav ua ntej koj kov ib yam dab tsi.

Kev Tu Thaum Hnoos/Txham (Kev Tu Yus Txoj Kev Tshuab Pa Tawm)

- Siv ib daim ntaub so ntswg npog koj lub qhov ncauj thiab taub ntswg los sis siv koj txhais caj npab los sis lub luj tshib.
- Tig ntawm lwm cov neeg uas nyob hauv chav tsev ntawd.
- Muab daim ntaub so ntswg ntawd pov hauv thoob khib nyiab. Ntxuav koj txhais tes tom qab kov daim ntaub so ntswg los sis txham/hnoos hauv koj txhais tes.
- Tej zaum lawv yuav thov koj looj ib daim npog qhov ncauj thaum twg koj tawm ntawm koj chav pw.
- Yog tus qhua tuaj saib koj muaj mob hnoos, hais kom nws nco ntsoov npog qhov ncauj thaum hnoos, los sis siv ntaub npog qhov ncauj los sis ua tag nrho ob yam.

Tej Kev Ceev Faj Tshwj Xeeb

Yog koj raug cov cai tswj tiv thaiv kev kis mob, tus nurse mam qhia tias vim li cas thiaj li yuav tsum tswj cov cai tiv thaiv, thiab cov neeg saib xyuas koj yuav ua li cas, thiab koj tus kheej yuav tsum ua li cas thiab.

Tej Kab Mob Vim Muaj ib txoj Yas hauv Roj Ntshav

Cov xaim roj hmob (central venous catheters thiab PICC lines), yog cov xaim ua muab tso rau koj txoj leeg ntshav caj npab, caj dab, hauv siab los yog ntawm pob tais. Lub ntsis kawg ntawm txoj xaim no yuav kawg los yog nyob ze rau ntawm koj lub plawv.

You will receive medicines, blood, fluids or nutrition through these types of lines. They can also be used to collect blood for medical tests.

- Ask members of your health care team to wash their hands before touching your line.
- Report any signs of infection in the skin around your line (redness, warmth, increased drainage or pain).
- Your central line should stay only as long as needed. Ask your health care provider each day if you still need the line.

Surgical Site Infections

Here is what you can do to prevent an infection at the site of your surgery:

- Make sure all hospital staff members clean their hands before and after touching your incision site.
- Anyone who visits you should not touch the incision site or dressing.
- Make sure you understand how to care for your incision site before you leave the hospital.
- Always clean your hands before and after caring for your incision site.
- Tell your health care provider if your incision has increased redness, increased pain, or drainage. These could be signs of infection.

Koj yuav tau txais tshuaj, ntshav, dej los yog zaub mov tso nyob raws rau hauv cov xaim no. Dua li kuj nqus ntshav koj mus kuaj tau ntawm cov xaim no thiab.

- Nug kom cov neeg saib xyuas koj nco ntsoov ntxuav tes ua ntej lawv yuav los kov chwv koj txoj xaim.
- Nco ntsoov ceeb toom qhia yog tias pom muaj kev kis mob ntawm thaj tsam nqaij uas ntsaws koj txoj xaim (liab nploog, sov so, paim paug kua dej ntau zuj zus los yog mob).
- Koj txoj xaim roj hmab yuav tsum ntsaws twj ywm kom txwm lub sijhawm yuav siv rau koj. Nug tau rau tus neeg saib xyuas koj txhua txhua hnuv tias seb koj puas tseem yuav siv txoj xaim lawm.

Kis Kab Mob Rau Chaws Phais

Koj ua tau li no kom pab tiv thaiv qhov chaw phais kom tsis txhob voos ua kab mob:

- Hais kom txhua tus neeg uas ua hauj lwm hauv lub tsev kho mob ntxuav lawv txhais tes ua ntej thiab tom qab lawv kov koj qhov chaw phais.
- Leej twg uas tuaj xyuas koj yuav tsum tsis txhob kov qhov chaw phais los sis daim ntaub qhwv.
- Koj yuav tsum to taub tias koj yuav tsum tu koj qhov chaw phais li cas ua ntej koj tawm ntawm lub tsev kho mob.
- Ntxuav koj txhais tes ua ntej thiab tom qab koj tu koj qhov chaw phais.
- Qhia koj tus neeg kuaj mob yog hais tias koj qhov chaw phais haj yam liab, hnov mob, los sis txia kua paug. Tej yam no qhia tias voos ua kab mob lawm.

Urinary Catheter-related Infections

Your chance of infection increases the longer your catheter remains in place.

Here is what you can do to prevent a catheter-associated urinary tract infection:

- Make sure your catheter tubing is secured to your leg, if possible, always below the level of your bladder or hips.
- Make sure all hospital staff members clean their hands before and after touching your catheter.
- Always keep your urine drain bag off the floor.
- Your catheter should stay only as long as necessary. Ask your healthcare provider each day if you still need the catheter.

How to Prevent Pneumonia

Follow the breathing instructions you get from your health care team. Ask your health care provider about the influenza and pneumonia vaccines (shots).

Antibiotics Use

Antibiotics will only work for bacterial infections such as whooping cough, strep throat and urinary tract infections.

Infections caused by viruses (such as cold, runny nose, sore throat) will not be cured by taking antibiotics. If you have a virus, ask your health care provider for tips on how to relieve symptoms and feel better.

When you are in the hospital with a bacterial infection (such as a urinary tract infection), your doctor will prescribe antibiotics. They may be changed depending on test results.

Muaj Kab Mob vim Muaj ib txoj Yas hauv lub Zais Zis

Koj haj yam muaj feem raug kab mob thaum txoj yas nyob ntev mus hauv lub zais zis.

Koj ua tau li no pab tiv thaiv kom txhob muaj kab mob hauv lub zais zis vim muaj ib txoj yas:

- Khi koj txoj yas kom ceev rau ntawm koj sab ncej puab, yog tias ua tau, yuav tsum nyob qis tshaj koj lub zais zis los sis sab ntsag.
- Hais kom txhua tus neeg uas ua hauj lwm hauv lub tsev kho mob ntxuav lawv txhais tes ua ntej thiab tom qab lawv kov koj txoj yas zais zis.
- Tsis txhob cia hnab cug zis nyob rau ntawm av.
- Yuav tsum muaj txoj yas zais zis ntawd ntev npaum li xav tau xwb. Txhua hnub nug koj tus neeg kuaj mob seb koj puas tseem xav tau txoj yas zais zis ntawd.

Ua Li Cas Tiv Thaiv kom Txhob Muaj Kab Mob Ntsws

Ua raws li tej kev qhia ua pa uas koj pawg neeg kho mob hais kom koj ua. Nug koj tus kws kho mob txog kev txhaj tshuaj tiv thaiv kev mob ua npaws thiab muaj kab mob ntsws (tej koob tshuaj).

Txoj Kev Noj Tshuaj Tua Kab Mob

Cov tshuaj tua kab mob tsuas pab tua cov kab mob bacteria zoo mob hnoos qeev, mob caj pa thiab muaj kab mob hauv zis.

Tej yam kab mob virus (zoo li mob khaub thuas, los ntswg, mob qa) yuav tsis zoo yog tias yus noj cov tshuaj tua kab mob. Yog koj muaj ib tug kab mob virus, nug koj tus kws kho mob seb koj yuav ua li cas pab ntaus txoj kev mob kom yus xis nyob me ntsis.

Thaum koj pw hauv lub tsev kho mob vim muaj bacteria (zoo li thaum muaj kab mob hauv zis), koj tus kws kho mob yuav sau tshuaj tua kab mob rau koj. Tej zaum yuav pauv cov tshuaj no nyob ntawm seb lawv kuaj tau zis li cas.

Take antibiotics:

- the way your health care provider says (Do not skip a dose.)
- until it is gone, even if you start feeling better
- if prescribed for you by your health care provider.

Tips for Visitors

- Do not visit if you feel sick.
- Wash your hands with soap and water or use a waterless alcohol hand rub before you enter and when you leave.
- Follow any directions from the health care team.

Remember: You are an important part of the health care team.

Information adapted from the Centers for Disease Control and Prevention, Minnesota Department of Health, the Association for Professionals in Infection Control and Epidemiology, the Surgical Care Improvement Project Partnership, and the Institute for Healthcare Improvement.

Noj cov tshuaj tua kab mob:

- raws nraim li koj tus kws kho mob hais (Tsis txhob ncua es tsis noj ib zaug.)
- mus txog thaum cov tshuaj tas lawm, tab txawm koj zoo mob lawm
- yog tias koj tus kws kho mob sau ntawv rau koj noj.

Tswv Yim rau Neeg Qhua uas Tuaj Xyuas

- Tsis txhob tuaj xyuas yog tias koj muaj mob.
- Ntxuav koj ob txhais tes nrog tshuaj xab-npus thiab dej los yog siv cov tshuaj ntxuav tes uas muaj cawv cuaj caum tom nrog ua ntej thiab tom qab koj nkag thiab tawm ib lub chav chaw.
- Ua raws li cov neeg kho mob qhia kom koj ua.

Nco ntsoov tias: Koj yog ib tug neeg tseem ceeb ntawm pawg neeg kho mob.

Tau kho cov ntawv no los ntawm lub Centers for Disease Control and Prevention, Minnesota Department of Health, lub Association for Professionals in Infection Control and Epidemiology, lub Surgical Care Improvement Project Partnership, thiab lub Institute for Healthcare Improvement.

Understanding Health Care Directives and Related Terms

Why Should You Have a Health Care Directive?

When you are healthy it is easy to avoid thinking about becoming very sick or disabled, or dying. But now is a good time to make some decisions about the kind of health care you would want if your health status changes. A health care directive allows you to communicate your health care decisions to others.

Talking with your family, clergy and doctor or other health care providers now can help you decide what kind of health care you want or do not want. You can let them know what your health care wishes, goals, values and treatment choices are by completing a health care directive form.

You will also appoint someone as a health care agent for yourself. That person will act on your behalf if you are unable to make health care decisions for yourself.

Kev To Taub Cov Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas thiab Lwm Cov Ntawv

Vim Li Cas Koj Thiaj Xav Tau Ib Daim Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas?

Thaum koj noj qab nyob zoo yus yeej tsis xav txog txoj kev muaj mob loj los sis xiam hoob khab, los sis kev tuag. Tiam sis nov yog ib lub sij hawm zoo kom txiav txim seb koj yuav xav tau kev kho mob li cas yog tias koj txoj kev noj qab nyob zoo hloov li cas. Ib daim ntawv qhia seb xav tau kev kho mob li cas cia koj qhia lwm tus neeg seb koj xav tau kev kho mob li cas.

Nrog koj tsev neeg, xib hwb thiab kws kho mob los sis lwm cov neeg kho mob tham tas sim no yuav pab koj txiav txim seb koj xav tau thiab tsis xav tau tej kev kho mob dab tsi. Koj mam qhia lawv hais tias koj xav li cas, muaj hom phiaj, kev ntseeg thiab xav tau kev kho mob li cas thaum koj ua ib daim ntawv qhia seb xav tau kev kho mob li cas.

Koj kuj yuav tsa ib tug neeg uas tus sawv cev rau koj txoj kev kho mob. Tus neeg ntawd yuav sawv koj cev yog tias koj tsis muaj cuab kav txiav txim txog tej kev kho mob rau koj tus kheej.

(over)

If you create a health care directive, you can include your wishes, goals, values and decisions about such things as:

- medical treatments you want or do not want such as:
 - ventilator or respirator (to breathe)
 - feeding tube (for nutrition)
 - CPR (for restarting your heart and lungs if they stop)
 - dialysis (for kidney failure)
- organ or tissue donation
- nursing home placement
- your funeral.

You may hear a number of terms related to making health care decisions. Some of the common ones are defined here for your information.

Health Care Directive

A legal document that allows you to state in writing what kind of health care you want to receive if you:

- cannot communicate your medical decisions yourself
- or
- prefer not to communicate your medical decisions yourself.

Legislation and terms related to these kinds of documents vary from state to state.

In Minnesota and Wisconsin, the document is called a health care directive. In it you can state in writing your wishes and decisions about health care and appoint someone to make health care decisions for you in the event you are unable or choose not to do so yourself.

Yog koj ua ib daim ntawv qhia seb xav tau kev kho mob li cas, koj mam li qhia tias koj xav li cas, muaj hom phiaj, kev ntseeg thiab txiax txim siab li cas txog tej yam no:

- tej kev kho mob uas koj xav tau thiab cov uas tsis xav tau zoo li:
 - lub tshuab ntxiv pa los sis cawm txoj sia (ua pa)
 - txoj yas pub mov (kom tau zaub mov noj)
 - CPR (kom koj lub plawv rov dhia thiab kom ob lub ntsws rov qab ua pa yog tias twb nres lawm)
 - kev lim ntshav (lub raum tsis ua hauj lwm)
- kev muab tej yam nyob hauv nruab ce pub rau lwm tus neeg
- mus pw hauv lub tsev laus
- koj txoj kev pam tuag.

Tej zaum koj yuav hnov tej lo lus hais txog txoj kev txiax txim txog kev kho mob. Nyob ntawm no yuav piav me ntsis txog tej yam no.

Daim Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas

Ib daim ntawv uas sau tseg seb koj xav tau kev kho mob li cas yog hais tias koj:

- qhia tsis tau rau koj tus kheej tias koj xav tau kev kho mob li cas
- los sis
- tsis xav txiax txim txog kev kho mob rau koj tus kheej.

Txhua lub xeev nyias muaj nyias tej kev cai thiab cai lis choj hais txog cov ntaub ntawv no.

Nyob hauv Minnesota thiab Wisconsin, daim ntawv no hu ua ib daim ntawv qhia seb xav tau kev kho mob li cas. Nyob hauv daim no koj mam li sau seb koj xav thiab txiax txim li cas txog kev kho mob thiab tsa ib tug neeg los txiax txim rau koj hais txog kev kho mob nyob tsam koj tsis muaj cuab kav los sis txiax txim kom txhob ua li ntawd rau koj tus kheej.

For example, if you were in a coma, you could not make your wishes about health care treatments known.

Before 1998 there were a number of Minnesota health care documents. They included living wills, durable health care powers of attorney, and mental health declarations (also known as advanced psychiatric directives).

To make it easier for people to create directives, the living will and durable health care power of attorney were combined into one health care directive in 1998 by the state legislature. The mental health declaration remains a separate document.

Advance Directive

This is a broad term that refers to someone's spoken or written instructions to health care providers about health care wishes and decisions.

Living Will

This written document is a type of health care directive. It is effective only if you become terminally ill. You can state what kind of treatment you want in certain situations.

You cannot appoint someone to make decisions for you (called a proxy) in a living will. Living will forms legally executed before 1998 are valid.

Durable Health Care Power of Attorney

This is a type of health care directive used before 1998. It states whom you have chosen to make health care decisions for you if you are unable to do so yourself.

Piv xam hais tias, yog koj feeb tsis meej, koj yuav tsis muaj cuab kav qhia seb koj xav tau kev kho mob zoo li cas.

Ua ntej xyoo 1998 muaj ntau yam ntaub ntawv kho mob hauv Minnesota. Muaj daim ntawv thaum yuav tas sim neej, tso cai rau neeg sawv tam rau kev kho mob thiab daim ntawv tshaj tawm txog yus sab paj hlwb (daim no kuj hu ua daim ntawv qhia txog kev kho sab paj hlwb).

Pab kom lwm tus neeg ua tau tej daim ntawv no, daim ntawv thaum yuav tas sim neej thiab daim ntawv tso cai rau neeg sawv tam, lub xeev pawg tsim cai muab sau los ua ke ua ib daim ntawv qhia seb xav tau kev kho mob li cas hauv xyoo 1998. Daim ntawv tshaj tawm txog yus sab paj hlwb yog ib daim txawv lwm cov ntawv.

Daim Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas

Nov yog ib lo lus uas piav txog ib tug neeg cov lus los sis cov ntawv qhia cov kws kho mob seb lawv xav thiab txiav txim siab li cas txog kev kho mob.

Daim Ntawv Thaum Yuav Tas Sim Neej

Daim ntawv no yog ib daim ntawv qhia seb xav tau kev kho mob li cas. Daim no tsuas muaj qab hau yog tias koj muaj ib yam mob uas yuav txo koj txoj sia. Koj mam li qhia seb koj xav tau kev kho mob zoo li cas thaum koj muaj mob muaj nkees.

Koj tsis muaj cuab kav tsa ib tug neeg sawv koj cev txiav txim rau koj (nov hu ua ib tug neeg sawv tam) hauv daim ntawv thaum yuav tas sim neej. Cov ntawv thaum yuav tas sim neej uas sau tseg ua ntej xyoo 1998 tseem muaj cai thiab.

Daim Ntawv Tso Cai Rau Neeg Sawv Tam

Nov yog ib daim ntawv thaum yuav tas sim neej uas sau ua ntej xyoo 1998. Daim no qhia tias koj tau xaiv leej twg los txiav txim txog koj txoj kev kho mob yog tias koj tsis muaj cuab kav txiav txim rau koj tus kheej.

This directive is for health care decisions only; it does not include legal or financial decisions. Durable health care power of attorney forms legally executed before 1998 are valid.

POLST (Provider Orders for Life-sustaining Treatment)

A POLST is for anyone who:

- might die in the next 12 months
- has a serious illness
- cannot make decisions
- does not want CPR.

Your doctor can use the POLST form to document your wishes in a clearly written medical order.

One decision you can make is whether or not you want CPR if your heart or breathing stops. This is known as a “do not resuscitate” order.

Do Not Resuscitate (DNR)

This is a type of care planning decision. It is your request not to receive CPR (cardiopulmonary resuscitation) if your heart stops or if you quit breathing. If you have this type of request, a DNR order is put into your medical record by your doctor.

Unless you indicate otherwise, health care providers will assume you do want CPR and it will be provided if needed.

To Get a Health Care Directive Form

Ask your health care provider or go to allinahealth.org/acp to find a form.

Daim ntawv no yog rau tej kev txiav txim txog kev kho mob xwb; nws tsis hais txog tej kev cai lis choj los sis tej kev txiav txim txog nyiaj txiag. Daim ntawv tso cai rau neeg sawv tam uas sau tseg ua ntej xyoo 1998 tseem muaj cai thiab.

POLST (Kws Kho Mob Daim Ntawv Txib kom Cawm Txoj Sia)

Ib daim POLST yog rau leej twg uas:

- tej zaum yuav tuag hauv 12 lub hlis tom ntej
- muaj ib yam mob loj heev
- txiav txim tsis tau
- tsis xav tau CPR.

Koj tus kws kho mob mam li siv daim POLST los sau seb koj lub siab xav li cas hauv ib daim ntawv txib txog kev kho mob.

Ib txoj kev txiav txim yog seb koj puas xav los sis tsis xav tau CPR yog koj lub plawv nres los sis koj tsis ua pa lawm. Nov kuj hu ua ib daim ntawv txib “kom txhob cawm txoj sia.”

Tsis Txhob Cawm Txoj Sia (DNR)

Nov yog ib txoj kev txiav txim txog kev kho mob. Koj muaj cai txiav txim tias koj tsis xav tau kev ua CPR (kev cawm txoj sia) yog koj lub plawv nres los sis yog koj tsis ua pa lawm. Yog koj thov kom ua li no, koj tus kws kho mob yuav ua ib daim ntawv txib hais tias DNR hauv koj cov ntaub ntawv kho mob.

Tsuas yog muaj lus txib li no, cov kws kho mob yuav xav hais tias koj xav tau CPR thiab lawv yuav ua li ntawd rau koj yog koj muaj mob li no.

Yog Xav Ua ib Daim Ntawv Qhia Seb Xav Tau Kev Kho Mob Li Cas

Thov koj tus kws kho mob los sis xyuas hauv allinahealth.org/acp kom tau ib daim ntawv.

Your Rights and Responsibilities as a Patient

You have certain rights and responsibilities as a patient in a Minnesota hospital. These rights and responsibilities help you take an active role in your health care and promote your well-being and recovery.

Your Rights

You have a right to:

- receive medical and personal care that is:
 - courteous and respectful
 - based upon your specific needs
- know the name of the doctor or other health care provider who is responsible for coordinating your care
- have complete and current information about your treatment so you can make informed decisions; this includes:
 - knowing the diagnosis, treatment, alternatives, risks and most likely results
 - having the information stated in terms and words you understand
 - having a family member or other chosen person present when you talk with your health care provider if you wish
- see a copy of your medical records as allowed by law

Koj Tej Cai thiab Kev Lav Ris thaum ua ib tug Neeg Mob

Koj yeej muaj tej cai thiab kev lav ris thaum ua ib tug neeg mob hauv ib lub tsev kho mob hauv Minnesota. Tej cai thiab kev lav ris no pab koj koom koj txoj kev kho mob thiab ua rau koj haj yam muaj kev noj qab nyob zoo thiab zoo mob zoo nkees.

Koj Tej Cai

Koj muaj cai kom:

- txais tau kev kho mob thiab kev tu ib ce uas:
 - yog kev ua siab zoo thiab saib koj rau nqi
 - ua raws li koj tej kev xav tau
- tau paub koj tus kws kho mob los sis lwm cov neeg uas kuaj koj tus mob lub npe thiab
- tau txhua yam xov xwm uas raws caij hais txog koj txoj kev kho mob xwv kom koj thiaj txiav txim tau zoo; no muaj tej yam li no:
 - paub tus mob zoo li cas, yuav kho mob li cas, muaj dua lwm txoj kev kho mob li cas, tej kev xwm txheej thiab feem ntau yuav mus zoo li cas
 - qhia tej xwm hauv ib yam lus thiab siv cov lus uas koj to taub
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia nyob ntawd thaum uas koj nrog koj tus kws kuaj mob tham yog tias koj xav kom muaj li ntawd
- pom ntaub ntawv luam txog koj cov ntawv kho mob raws li txoj kev lig kev cai hais

(over)

- be cared for with reasonable regularity and continuity of staff (as allowed by facility policy)
- know what services are available at the facility
- quick and reasonable response to your questions and requests
- join in discussions about your care or treatment; this includes:
 - being able to discuss treatments and alternatives
 - being able to attend formal care conferences
 - having a family member or other chosen person with you if you feel more comfortable that way
 - having a family member or other chosen person speak for you if you cannot do so yourself unless you have stated otherwise in writing
- refuse care
- be free from restraints that are not medically necessary and be free from abusive or harassing behavior
- have privacy for medical and personal care; this includes:
 - discussions, exams, treatments medical records (except where a release of records is authorized by law)
 - personal hygiene activities
- have personal privacy with respect to your preferences (such as cultural, social or religious preferences) and for communications with others (such as phone calls or mail)
- have an interpreter provided with no charge

- muaj neeg kho mob saib xyuas koj ntshawv ntshis thiab thaum muaj neeg txaus (raws li cov neeg ua hauj lwm kho mob tej kev cai pub ua)
- paub saib muaj tej kev pab dab tsi nyob ntawm qhov chaw kho mob
- txais lus teb sai thiab ntxaws rau koj cov lus nug thiab kev thov kom tau dab tsi
- tau txoj kev sib koom sib tham txog txoj kev tu los sis kho koj tus mob; no muaj tej yam li no:
 - muaj cai sib tham txog tej kev kho mob thiab muaj dua lwm txoj kev kho mob li cas
 - muaj cai tuaj koom tej kev sib sab laj txog kev kho mob
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia nyob nrog koj yog tias ua li ntawd koj yuav xis nyob dua
 - muaj ib tug ntawm koj tsev neeg los sis lwm tus neeg uas koj tau xaiv cia ua tus neeg sawv koj cev yog tias koj hais lus tsis tau lawm tsuas yog koj twb sau cia hauv ntawv tias koj xav tau dab tsi lawm
- tsis txhob kam tau kev kho mob
- tsis tas raug khi li cas yog tias tsis xav tau tej ntawd vim muaj ib yam mob thiab tsis tas txais kev thum los sis ua tej yam tsis zoo rau yus
- muaj cai tsis qhia luag tej txog kev kho mob thiab kev tu cev; no muaj tej yam li no:
 - kev sib tham, kev kuaj mob, kev kho mob cov ntaub ntawv txog kev kho mob (tsuas yog thaum tso cov ntaub ntawv rau lwm tus raws kev raws cai)
 - thaum tu cev
- muaj sij hawm thaum tsis muaj leej twg saib ntsoov hais txog tej yam uas koj lub siab nyiam (zoo li yus txoj kev lig kev cai, kev sib txuas lus los sis txoj kev teev ntuj) thiab txoj kev tiv tauj rau lwm tus neeg (zoo li thaum hu xov tooj los sis txais tej tsab ntawv)
- muaj ib tug neeg txhais lus pub dawb rau koj

- make a formal grievance and recommend changes in the facility's policies or services without fear of revenge or punishment.

Your Responsibilities

You are responsible for:

- showing respect and consideration for the facility staff and property
- providing accurate and complete information about your health and reporting any changes in it
- asking questions when you do not understand what you have been told about the care being offered to you or what you are being asked to do
- following the care or treatment plan developed with you
- reporting any risks you think are related to your care as well as any unexpected changes in your condition
- accepting the consequences if you don't follow the care or treatment plan
- paying for charges related to your care.

For More Information

This brochure contains only a brief summary of your rights and responsibilities. If you would like more information:

- please see the copy of the Minnesota Patients' Bill of Rights you received or
- contact the Minnesota Department of Health:
 - Office of Health Facility Complaints, P.O. Box 64970, St. Paul, MN 55164-0970
 - 651-201-4201 or 1-800-369-7994.

- qhia ib qho teeb meem dab tsi tawm rau cov thawj kws kho mob thiab thov kom lub tsev kho mob hloov nws tej kev cai los sis tej kev pab es tsis tas ntshai tsam koj yuav raug txim los sis raug tsim txom.

Koj Tej Kev Lav Ris

Koj yuav tau lav ris tej no:

- hwm thiab saib tau cov neeg kuaj mob rau nqi thiab ua zoo rau tej khoom hauv
- qhia txhua nrho xov xwm uas hais txog koj kev noj qab nyob zoo thiab qhia qhov tseeb thiab yuav tau qhia thaum twg tej xov xwm ntawd pauv li cas
- nug tej lus nug thaum twg koj tsis to taub ib yam uas lawv tau qhia koj txog kev kho mob uas lawv muab pub rau koj los sis tsis paub lawv xav kom koj ua li cas
- ua raws li txoj kev kho mob uas koj twb sib koom tes npaj lawm
- qhia txog tej kev xwm txheej ntawm koj txoj kev kho mob thiab kuj yuav tau qhia txog tej kev pauv ntawm koj tus mob
- txais tej yam uas kawj yog tias koj tsis ua raws li txoj kev tu los sis kev kho mob
- them koj tej nqi kho mob.

Yog Tias Xav Tau Xov Xwm Ntxiv

Daim ntawv no tsuas piav me me xwb hais txog koj tej cai thiab tej kev lav ris. Yog tias koj xav tau xov xwm ntxiv:

- cia li saib ib daim ntawv luam txog Minnesota Daim Ntawv uas Qhia Tias Tib Neeg Mob Muaj Cai Li Cas uas koj tau txais lawm los sis
- tiv tauj rau Minnesota Department of Health:
 - Office of Health Facility Complaints P.O. Box 64970 St. Paul, MN 55164-0970
 - 651-201-4201 los sis 1-800-369-7994.

For Concerns About Your Care

Talk with your health care provider if you have any concerns about your care. You can also talk with one of the hospital's patient care liaisons.

If you think that your concerns have not been satisfactorily resolved, you may contact The Joint Commission:

- phone:
1-800-994-6610
- email:
complaint@jointcommission.org
- address:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181.

Rau Tej Kev Txhawj Xeeb Txog Txoj Kev Tu Koj

Cia li nrog koj tus kws kho mob tham yog tias koj muaj kev txhawj xeeb txog txoj kev tu koj. Dua li koj kuj tham rau tus neeg sawv cev ntawm kev saib xyuas neeg mob tom tsev kho mob thiab los tau.

Yog tias koj xav tias tseem tsis tau kho koj qhov teeb meem raws li koj lub siab nyiam, ces hu mus rau Qhov Chaw Saib Xyuas cov Tsev Kho Mob:

- xov tooj:
1-800-994-6610
- tsab email:
complaint@jointcommission.org
- chaw nyob:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181.

Koj Cov Cai thiab Kev Pov Hwm Thaum Raug Tsub Nqi Kev Kho Mob Uas Tsis Paub Txog

Thaum koj txais kev kho mob xwm txheej ceev los sis koj txais kev kho mob los ntawm ib tug kws kho mob uas tsis nyob hauv pab pawg koom tes los ntawm lub tsev kho mob los sis lub chaw phais mob hauv pab pawg koom tes, koj yeej

"Kev tsub tus nqi txawv" yog dab tsi (tej thaum muab hu ua "kev tsub nqi uas xav tsis txog")?

Thaum koj mus ntsib ib tug kws kho mob los sis lwm tus kws saib xyuas mob nkeeg, tej zaum koj yuav raug them tej nuj nqis tuav pov hwm tsis lav pab cuam, xws li nyiaj sib koom them, nyiaj koom tuav pov hwm thiab/los sis nyiaj them yus. Yog koj mus ntsib lwm tus kws kho mob los sis lwm lub khw kho mob uas tsis nyob hauv pab pawg koom tes, tej zaum koj yuav muaj lwm yam nuj nqis los sis koj yuav raug them cov nuj nqi tag nrho.

"Tsis nyob hauv pab pawg koom tes" qhia txog cov kws kho mob thiab khw kho mob uas tsis tau cog lus ua hauj lwm nrog hauv koj txoj phiaj xwm kho mob. Tej zaum cov kws kho mob tsis nyob hauv pab pawg koom tes yuav tau txais kev tso cai los sau nqi rau koj rau qhov nyiaj sib txawv ntawm qhov koj txoj phiaj xwm kho mob tau pom zoo them thiab tag nrho cov nqi them rau qhov kev pab cuam. Qhov no hu ua **"tus nqi sib txawv."** Cov nuj nqis no feem ntau yuav kim tshaj cov nqi kho mob hauv pab pawg koom tes thiab tej zaum cov nuj nqis no yuav tsis muab suav rau cov nyiaj txiag txwv koj tus kheej siv them txhua xyoo.

"Kev tsub nqi uas xav tsis txog" yog ib txoj kev tsub nqi uas koj xav tsis txog. Qhov no yuav muaj tshwm sim tau yog hais tias koj xaiv tsis tau tus kws kho mob uas pab saib xyuas koj—xws li thaum koj muaj xwm txheej ceev los sis thaum koj teem sij hawm mus ntsib nrog ib lub chaw kho mob uas nyob hauv pab pawg koom tes tiam sis xav tsis txog tias tau txais kev kho mob ntawm tus kws kho mob tsis nyob hauv pab pawg koom tes.

Koj muaj kev tiv thaiv kom txhob raug tsub nuj nqi rau:

Kev kho mob xwm txheej ceev

Yog hais tias koj muaj tej mob nkeeg tshwm sim ceev thiab koj yuav tsum tau txais kev kho mob nkeeg ceev los ntawm ib tug kws kho mob los sis ib lub khw kho mob uas tsis nyob hauv pab pawg koom tes, tej zaum tus kws los sis lub chaw kho mob ntawd yuav tsub nqi tau rau koj them tsuas yog cov nuj nqis uas koj lub tuam txhab tuav pov hwm koom them tus nqi (xws li nyiaj sib koom them thiab kev tuav pov hwm koom them). Koj raug tsub **tsis tau** nqi rau cov nuj nqis txawv yog muaj kev kho mob xwm txheej ceev. Qhov no suav cov kev pab cuam uas koj txais tau tom qab koj nyob hauv xwm txheej tsis muaj dab tsi lawm, tsuas yog koj tau tso cai sau ntawv thiab xiam koj txoj kev tiv thaiv kom tsis txhob raug tsub nqi rau cov kev pab cuam tom qab zoo lawm.

Tus kws kho mob hauv pab pawg koom tes raug txwv tsis pub sau nqi rau tus neeg sau npe rau ib qho nyiaj ntau tshaj qhov tso cai uas pab pawg kho mob tau cog lus rau nrog tus kws kho mob raws li tag nrho cov nyiaj them rau cov kev pab kho mob. Ib tug kws kho mob hauv pab pawg koom tes tau tso cai los sau nqi rau tus neeg sau npe rau qhov kev sib koom them, nyiaj yus them yus, los sis nyiaj tuav pov hwm pab them.

Ib tug kws kho mob hauv pab pawg koom tes muaj cai sau nqi rau tus neeg sau npe rau cov kev pab cuam uas tsis tau them los ntawm tus neeg sau npe txoj phiaj xwm kho mob tsuav yog tus neeg sau npe pom zoo sau ua ntej yuav txais kev pab cuam kom them rau cov kev pab cuam uas tsis duav roos.

Qee cov kev pab cuam ntawm lub tsev kho mob los sis lub chaw phais nyob uas tsis nyob hauv pab pawg koom tes

Thaum koj mus txais kev kho mob los ntawm ib lub tsev kho mob los sis ib lub khw phais mob nkeeg hauv pab pawg koom tes, tej zaum tej tug kws kho mob yuav tsis nyob hauv pab pawg koom tes. Thaum muaj li no, tus nqi ntau tshaj uas cov kws kho mob no yuav tsub tau rau koj yog koj txoj phiaj xwm tus nqi sib koom them hauv pab pawg koom tes. Cov lus no poob mus hais txog kev kho mob nkeeg xwm txheej ceev, kev kho mob tso tshuaj tsaug zog tshuaj loog, kev kho mob nres nqaij mus tshuaj xyuas mob nkeeg, kev xoo fai fab thaj lub nruab cev, kev tshuaj xyuas, kev saib xyuas tus me nyuam yug los, kev pab cuam phais mob, tus kws kho mob ua hauj lwm hauv tsev kho mob los sis tus kws kho mob saib xyuas cov neeg mob hnyav. Cov kws kho mob no tsub **tsis tau** nqi rau koj them thiab thov **tsis tau** kom koj xyeej cov kev cai pov hwm kom koj txhob them rau cov nqi sib txawv.

Yog koj txais kev kho mob nkeeg hauv chaw kho mob hauv pab pawg koom tes, cov kws kho mob uas tsis nyob hauv pab pawg koom tes tsub **tsis tau** nqi sib txawv rau koj them, tsuas yog thaum koj sau ntawv tso cai xyeej cov kev pov hwm no luag thiaj tsub tau cov nqi sib txawv rau koj them.

Koj yeej yuav tsis tas xyeej cov kev cai pov hwm kom koj txhob them rau cov nqi sib txawv. Tsis tas li ntawd, koj yeej yuav tsis tas mus kho mob sab nraum pab pawg koom tes li. Koj xaiv tau ib tug kws kho mob los sis ib lub khw kho mob nyob hauv koj txoj phiaj xwm li pab pawg koom tes.

Tus kws kho mob hauv pab pawg koom tes raug txwv tsis pub sau nqi rau tus neeg sau npe rau ib qho nyiaj ntau tshaj qhov tso cai uas pab pawg kho mob tau cog lus rau nrog tus kws kho mob raws li tag nrho cov nyiaj them rau cov kev pab kho mob. Ib tug kws kho mob hauv pab pawg koom tes tau tso cai los sau nqi rau tus neeg sau npe rau qhov kev sib koom them, nyiaj yus them yus, los sis nyiaj tuav pov hwm pab them.

Ib tug kws kho mob hauv pab pawg koom tes muaj cai sau nqi rau tus neeg sau npe rau cov kev pab cuam uas tsis tau them los ntawm tus neeg sau npe txoj phiaj xwm kho mob tsuav yog tus neeg sau npe pom zoo sau ua ntej yuav txais kev pab cuam kom them rau cov kev pab cuam uas tsis duav roos.

Thaum tsis tso cai tsub nqi sib txawv, koj kuj muaj cov kev tiv thaiv hauv qab no:

- Koj tsuas raug them cov nuj nqis luag muab rau koj them xwb (xws li, cov nqi koom them, piv xam li cov nyiaj sib koom them, nyiaj tuav pov hwm sib koom them thiab nyiaj yus them yus uas koj them yog tias tus kws kho mob los sis lub chaw kho mob nyob hauv pab pawg koom tes). Koj lub tuam txhab tuav pov hwm yuav pab them cov kws kho mob thiab khw kho mob uas tsis nyob hauv pab pawg koom tes.
- Feem ntau koj cov ntaub ntawv tuav pov hwm yuav tsum:
 - Duav roos cov kev kho mob nkeeg xwm txheej ceev yam tsis tas koj yuav tau txais kev pom zoo rau cov kev pab cuam ua ntej (kev tso cai ua ntej).

- Duav roos cov kev kho mob nkeeg xwm txheej ceev los ntawm cov kws kho mob tsis nyob hauv pab pawg koom tes.
- Raws li cov nuj nqis uas koj raug them tus kws kho mob los sis lub chaw kho mob (tus nqi sib koom them) ntawm qhov nws yuav them rau tus neeg muab kev pab cuam hauv pab pawg koom tes los sis qhov chaw thiab qhia cov nyiaj ntawd hauv koj qhov kev piav qhia txog cov txiaj ntsig.
- Suav txhua tus nqi thaum koj mus txais kev kho mob xwm txheej ceev los sis cov kev pab cuam tsis nyob hauv pab pawg koom tes mus rau koj qhov yus them yus thiab kev txwv cov nyiaj them ntawm hnab ris.

Yog tias koj ntseeg tias koj raug tsub nqi tsis yog lawm, koj mus xyuas tau <https://www.cms.gov/nosurprises> yog xav paub ntxiv txog koj cov cai raws li tsoom fwv txoj cai lij choj.



Daim Ntawv Ceeb Toom txog tej Kev Cai Txwv Tsis Pub Qhia rau Lwm tus Neeg Paub

DAIM NTAWV CEEB TOOM NO PIAV QHIA TXOG SAIB YUAV SIV KOJ COV NTAUB
NTAWV XOV XWM KHO MOB LI CAS THIAB SAIB YUAV QHIA TAU RAU LWM TUS LI
CAS THIAB YUAV UA LI CAS KOJ THIAJ MUAJ MUAB TAU COV NTAUB NTAWV XOV
XWM NO. UA TIB ZOO TSHAB XYUAS DAIM NTAWV NO KOM ZOO ZOO.

Thaum peb saib xyuas thiab tu koj txoj kev noj qab nyob zoo, peb kawm txog koj. Ib txhia ntawm tej yam peb kawm txog koj rais los mus ua ib feem ntawm koj cov ntaub ntawv xov xwm kho mob thiab koj cov ntaub ntawv teev nqi kho mob. Koj thiaj pov hwm koj tej ntiag tug, peb lub koom haum ua raws li ib co kev cai uas qhia txog txoj kev saib xyuas koj cov ntaub ntawv xov xwm kho mob. Tej kev cai no thiab koj tej cai ntawm koj cov ntaub ntawv xov xwm kho mob yog sau tseg rau hauv daim Ntawv Ceeb Toom txog tej Kev Cai Txwv Tsis Pub Qhia rau Lwm tus Neeg Paub ("Ntawv Ceeb Toom"). Cov "ntaub ntawv xov xwm Kho Mob" txhais tau hais tias ntaub ntawv xov xwm hais txog saib koj noj qab nyob zoo li cas yav nram ntej los yog niaj hnuv nim no, thiab saib koj muaj mob li cas, yog hom mob dab tsi, yuav tsum ua li cas thiaj kho tau, puas yuav zoo mob zoo nkeeg, thiab txog tej kev them nqi kho mob. (Yeej muaj tej yam uas tshwj tseg tsis suav.)

Peb tej Kev Lav Ris hais txog Ntaub Ntawv Xov Xwm Kho Mob

- Peb muaj ib lub luag hauj lwm kom pov hwm koj cov ntaub ntawv xov xwm kho mob thiab tsis pub qhia tawm rau lwm tus neeg uas tsis muaj cai saib thiab kom muab daim Ntawv Ceeb Toom no rau koj.
- Peb muaj ib lub luag hauj lwm kom ua raws li peb daim Ntawv Ceeb Toom txog tej Kev Cai Txwv Tsis Pub Qhia rau Lwm tus Neeg Paub.
- Peb yuav ua raws li tej nqes lus ntawm daim Ntawv Ceeb Toom. Peb tuav rawv txoj cai kom hloov daim Ntawv Ceeb Toom no raws li txoj kev cai lij choj. Peb tuav rawv txoj cai kom cov nqes lus twg hauv daim Ntawv Ceeb Toom Tshiab muaj feem raug rau tag nrho cov ntaub ntawv xov xwm kho mob uas peb twb muaj lawm hais txog koj, thiab cov ntaub ntawv xov xwm twg uas peb yuav txais nyob rau yav tom ntej tib si. Yog tias peb hloov peb tej kev txwv tsis pub lwm tus paub txog koj ntau los yog raws li ib yam tseem ceeb li cas, peb yuav hloov peb daim Ntawv Ceeb Toom tam sim ntawd. Txhua zaub peb luam tawm daim Ntawv Ceeb Toom yuav muaj hnuv uas daim ntawv ntawd muaj feem sau tseg rau. Yog tias peb hloov daim Ntawv Ceeb Toom no, koj yuav nyeem tau daim Ntawv Ceeb Toom Tshiab rau ntawm peb qhov website rau ntawm allinahealth.org.

Leej Twg Yuav Ua Raws Li daim Ntawv Ceeb Toom No

Daim ntawv ceeb toom no piav txog Allina Health tej kev cai coj ua thiab tej kev cai coj ua ntawm:

- tag nrho tej rooj tsav xwm thiab tej qhov chaw ntawm Allina Health cov Kws Kho Mob

- tag nrho cov neeg kawm xyau ua kws kho, cov neeg tab tom kawm kev kho mob, thiab lwm tus neeg kawm uas koom tes nrog Allina Health khiav dej num
- tag nrho cov neeg yeem pab dawb uas yuav pab koj thaum koj txais kev kho mob ntawm Allina Health
- tag nrho cov neeg ua hauj lwm ntawm Allina Health, thiab
- lwm tus neeg kho mob uas tsis yog peb cov kws kho mob uas saib xyuas thiab tu neeg mob rau ntawm Allina Health cov tsev kho mob (xws li kws kho mob, cov pab kws kho mob, cov pab neeg rov qab muaj zog, thiab lwm cov neeg kho mob uas tsis yog neeg ua hauj lwm rau ntawm Allina Health), tsuas yog lwm cov neeg kho mob no muab lawv ib daim ntawv ceeb toom txog tej kev cai txwv tsis pub qhia rau lwm tus neeg paub rau koj uas piav txog saib lawv yuav ua li cas ceev koj cov ntaub ntawv xov xwm kho mob zoo.

Koj tej Cai ntawm Koj cov Ntaub Ntawv Xov Xwm Kho Mob

Tej Kev Txwv Kom Tsis Txhob Siv los yog Qhia Tawm. Daim Ntawv Ceeb Toom no piav txog tej kev txwv saib peb yuav ua li cas siv tau thiab qhia koj cov ntaub ntawv xov xwm kho mob tawm rau lwm tus neeg paub. Koj muaj cai thov kom tau lwm txoj kev txwv peb saib peb siv tau li cas los yog yuav qhia rau lwm tus neeg paub li cas. Koj yuav tsum sau ntawv thov kom tau lwm txoj kev txwv no. Yog tias koj thov kom tej xov xwm hais txog ib txoj kev pab kho mob twg tsis txhob muab xa mus rau ib qho chaw tuav pov hwm, thiab koj them nqi rau txoj kev pab kho mob ntawd tag nrho, ces peb mam li pom zoo rau txoj kev txwv ntawd. Yog tias koj txwv tsis pub peb muab ntaub ntawv xov xwm xa mus rau koj qhov chaw tuav pov hwm, koj kuj yuav tsum piav saib koj yuav ua li cas them nqi rau tej kev kho koj tus mob thiab koj yuav tsum lav ris qhov uas koj yuav them tej nqi kom tag. Txoj cai kuj tsis yuam kom peb yuav tsum ua raws li lwm txoj kev txwv. Yog tias peb pom zoo ua raws li, peb yuav ua raws li txoj kev txwv ntawd tsuas yog thaum:

- thaum muaj kam ceev es yuav tsum muaj tej xov xwm ntawd kom thiaj kho tau koj tus mob
- koj tso lus rau peb rau hauv ntawv hais tias peb siv tau los yog qhia tawm tau tej ntaub ntawv xov xwm uas ua ntej txwv tsis pub siv los yog qhia tawm
- koj txiav txim siab los yog peb txiav txim siab kom tso txoj kev txwv no tseg, los yog
- thaum yuav tsum ua lwm yam raws li kev cai lij choj.

Lwm txoj Kev Sib Txuas Lus. Feem ntau, peb yuav nrog koj sib txuas lus rau ntawm qhov chaw nyob los yog tus naj npawb xov tooj uas koj muab rau peb. Tej zaum koj yuav hais kom peb nrog koj sib txuas lus ua lwm yam los yog nyob ntawm lwm qhov chaw. Peb mam li pom zoo ua li ntawd yog tias tsim nyog.

Neeg Mob Kev Muab Tau. Koj muaj cai thov kom saib los yog tau ntawv luam txog koj cov ntaub ntawv xov xwm kho mob. Koj yuav tsum yog sau ntawv tuaj thov ua li no. Yog tias koj thov kom tau ntawv luam txog koj cov ntaub ntawv xov xwm kho mob uas peb ceev cia hauv koos pis tawj ces peb yuav muab xa tuaj rau koj hauv koos pis tawj ua ib hom uas koj thov kom tau.

Tej zaum peb yuav yuav nqi ntawm koj raws li kev cai lij choj hais kom thiaj muab xa tuaj rau koj. Cov neeg mob feem coob muaj cai kuaaj thiab txais ib daim ntawv luam txog cov ntaub ntawv kho mob tag nrho. Qee zaum, peb yuav tsis pom zoo rau ib txoj kev thov kom kuaaj thiab txais ib daim ntawv luam txog ib co xov xwm hauv cov ntaub ntawv kho mob. Piv txwv hais tias, yuav muaj li no yog hais tias, ib tug neeg mob tus kws kho mob txiav txim siab raws li nws txoj kev txawj ntse, hais tias kev tso cov ntaub ntawv xov xwm no tawm yuav ua rau tus neeg mob los yog lwm tus neeg raug xwm txheej los yog tsis nyab xeeb.

Yog tias peb tsis pom zoo rau ib txoj kev thov, ces peb mam li sau ntawv hais tias tsis pom zoo thiab muab tsab ntawv xa tuaj rau koj. Tsab ntawv no yuav qhia yog vim li cas thiaj tsis pom zoo thiab piav saib koj muaj cai li cas kom tshab xyuas txoj kev tsis pom zoo no.

Kev Hloov Kho. Tej zaum koj yuav thov kom peb hloov tej yam ntawm cov ntaub ntawv xov xwm kho mob. Koj yuav tsum yog sau ntawv tuaj thov ua li no. Koj yuav tsum piav saib yog vim li cas tsim nyog kom hloov cov ntaub ntawv xov xwm. Yog tias peb pom zoo rau koj qhov kev hloov, peb yuav sim qhia cov neeg txais koj cov ntaub ntawv ua ntej no (suav cov neeg uas koj sau ntawv teev tseg thiab) hais txog kev hloov no. Peb yuav muaj tej kev hloov no thaum twg peb tso koj cov ntaub ntawv xov xwm kho mob tawm nyob rau yav tom ntej thiab. Yog tias peb tsis pom zoo rau ib txoj kev thov, ces peb mam li sau ntawv hais tias tsis pom zoo thiab muab tsab ntawv xa tuaj rau koj. Tsab ntawv no yuav qhia yog vim li cas thiaj tsis pom zoo thiab piav saib koj yuav tsum ua li cas kom thiaj teb tau.

Teev Tseg cov Neeg uas Muab Xov Xwm Rau. Tej zaum koj yuav txais ib daim ntawv teev tseg saib peb tau muab koj cov ntaub ntawv xov xwm kho mob tso tawm rau leej twg - tsuas yog qee zaum thiaj tsis ua li no - uas yog peb los yog cov koom haum uas nrog peb koom tes ua hauj lwm tso tawm. Daim ntawv teev tseg tsis muaj:

- tej kev tso tawm uas yog tso tawm kom pab kev kho mob, them nqi kho mob los yog khiav tej hauj lwm kho mob (lo lus no yog muab txhais hauv toom tom ntej no), thiab
- lwm cov kev tso tawm raws li kev cai lij choj.

Koj yuav tsum yog sau ntawv tuaj thov ua li no. Koj txoj kev thov yuav tsum hais txog ib lub sijhawm uas tsis dhau rau (6) xyoo yav nram ntej. Yog tias koj thov kom tau ib daim ntawv teev tseg li no ntau tshaj ib xyoos ib zaug, tej zaum peb yuav yuav nqi ntawm koj rau txhua daim ntawv teev tseg tshaj ntawd. Koj muaj cai tso tseg los yog hloov koj txoj kev thov no kom luv nqi los yog tsis tas them tus nqi ntawd.

Ntawv Luam txog daim Ntawv Ceeb Toom. Peb yuav muab ib daim ntawv luam txog daim ntawv ceeb toom no rau koj txawm hais tias koj twb pom zoo txais ib daim ntawv luam txog daim ntawv ceeb toom no hauv koos pis tawj.

Kev Siv thiab Kev Tso Tawm cov Ntaub Ntawv Xov Xwm Kho Mob

Kom thiaj saib xyuas thiab tu koj raws li qhov zoo tshaj plaws, peb yuav tsum siv thiab tso koj cov ntaub ntawv xov xwm kho mob tawm. Peb pov hwm koj cov ntaub ntawv xov xwm kho mob thaum twg peb siv los yog muab nws tso tawm rau lwm tus neeg saib. Peb ua raws li daim Ntawv Ceeb Toom txog tej Kev Cai Txwv Tsis Pub Qhia rau Lwm tus Neeg Paub no thiab txoj kev cai lij choj thaum peb siv thiab tso cov ntaub ntawv xov xwm kho mob tawm. Tej zaum peb yuav siv thiab muab koj cov ntaub ntawv xov xwm tso tawm raws li nram qab no:

Kev Kho Mob, Kev Them Nqi Kho Mob thiab Kev Khiav Hauj Lwm Kho Mob. Tej zaum peb yuav siv thiab muab koj cov ntaub ntawv xov xwm tso tawm rau:

- Kev Kho Mob (suav qhov uas ua hauj lwm nrog lwm tus kws kho mob).
- Kev Them Nqi (xws li them nqi rau tej kev kho mob).
- Kev khiav hauj lwm kho mob. Tej kev khiav hauj lwm no yog tej kev coj ua uas tsis yog kho mob thiab tsis yog yuav nqi uas cia peb khiav peb txoj kev ua lag luam los yog muab kev kho mob rau tib neeg. Tej piv txwv txog kev khiav hauj lwm kho mob yog kev ntsuam xyuas saib puas kho mob zoo thiab kev ua zoo zuj zus tuaj, kev tswj hwm tej kev kho mob, tshab xyuas saib cov kws kho mob puas txawj kho los yog tsim nyog ua hauj lwm kho mob, thiab tej kev cob qhia cov neeg kho mob.
- Tej kev khiav hauj lwm kho mob ntawm ib lub tsev kho mob uas txais koj thiab uas yog koj qhov kev tuav pov hwm duav. Tej zaum peb yuav muab koj cov ntaub ntawv xov xwm kho mob tso tawm rau lwm tus kws kho mob uas tau pab kho koj tus mob, los yog rau koj qhov chaw tuav pov hwm them nqi kho mob, yog tias yuav tsum muaj tej xov xwm ntawd rau tej hauj lwm kho mob ntawm tus kws kho mob los yog qhov chaw tuav pov hwm them nqi kho mob, xws li tej kev coj ua kom ua tau zoo zuj zus tuaj, tej kev ntsuam xyuas cov neeg kho mob, thiab lub xeev thiab tseem fwb teb chaws tej kev tshab xyuas kev cai.
- Kev Tso Tawm rau cov Sib Koom Tes Ua Lag Luam. Tej zaum peb yuav nrog lwm lub koom haum ua ntawv sib cog lus kom lawv thiaj pab kho mob tam peb. Thaum muaj li no, peb yuav nrog lub koom haum ntawd sib hais haum thiab ua tib zoo teem tseg saib lawv yuav tsum pov hwm, siv, thiab tso tawm koj cov ntaub ntawv xov xwm kho mob li cas.

Kev Kho Mob Kam Ceev. Tej zaum peb yuav siv los yog tso koj cov ntaub ntawv xov xwm kho mob tawm kom thiaj pab koj thaum muaj kev kho mob kam ceev.

Kev Pab Koj Nco Qab txog Kev Teem Caij thiab Lwm Yam Kev Kho Mob. Tej zaum peb yuav xa ntawv tuaj rau koj pab koj nco qab txog qhov kev teem caij, los yog yuav qhia koj txog lwm yam kev kho mob thiab tej kev pab noj qab nyob zoo uas tej zaum koj yuav nyiam.

Phau Ntawv Qhia Xov Xwm txog Neeg Mob. Tej zaum peb yuav qhia tej yam nram qab no rau cov neeg uas nug koj moo es siv koj lub npe:

- saib koj nyob qhov twg hauv lub tsev kho mob
- saib koj noj nyob li cas
- saib koj ntseeg teev li cas (tsuas yog qhia li no rau cov xwb fwb teev ntuj).

Tej zaum koj yuav xaiv kom peb tsis txhob qhia ib txhia los yog tag nrho tej xov xwm no tawm. Piv txwv hais tias, yog tias koj tsis xav kom peb qhia lwm tus neeg saib koj nyob chav twg, peb yuav pom zoo rau koj cov lus qhia no. (Qee zaum, thaum muaj mob kam ceev, tej zaum peb yuav tsis paub hais tias koj xav ua li cas mus txog thaum koj nrog peb tham tau.)

Cov Neeg Pab Saib Xyuas thiab Tu Koj. Tej zaum peb yuav qhia me ntsis ntaub ntawv xov xwm kho mob tawm rau cov neeg uas pab saib xyuas thiab tu koj (piv txwv hais tias, ib tug neeg hauv koj tsev neeg los yog ib tug neeg uas koj hais tias yuav tsum hu thaum muaj kam ceev) kom thiaj pab npaj saib yuav saib xyuas thiab tu koj li cas. Yog tias koj tsis xav cia peb muab cov ntaub ntawv xov xwm no tso tawm, koj thov tau kom peb tsis txhob qhia tawm. Tej zaum peb yuav cia lwm tus neeg mus nqa koj cov tshuaj yuav los ntawm daim ntawv yuav tshuaj, koj cov khoom kho mob, los yog koj cov duab xoo fais fab.

Tsev Hauv Paus/Kev Nrhiav Nyiaj Peev. Tej zaum peb yuav tiv tauj kom tau koj los yog hais kom peb cov tsev hauv paus tiv tauj kom tau koj hais txog tej kev pab nrhiav nyiaj peev. Ua li no peb yuav siv los yog tso tawm tsuas yog koj lub npe, saib yuav ua li cas thiaj tiv tauj tau koj, saib koj koom haiv neeg twg, saib peb tau pab kho mob rau koj hnuv twg, thiab ob peb yam ntxiv hais txog txoj kev kho mob uas koj tau txais. Tej zaum peb yuav tso cov ntaub ntawv xov xwm no tawm rau tej tsev lag luam uas pab peb nrhiav nyiaj peev. Koj muaj cai tsis txhob koom tej kev pab nrhiav nyiaj peev no.

Kev Tshawb Fawb. Tej zaum peb yuav siv los yog muab koj cov ntaub ntawv xov xwm tso tawm kom thiaj pab tej kev tshawb fawb kev kho mob raws li tej kev cai lij choj los yog tias koj tau tso lus rau peb ua li ntawd. Koj muaj cai thov kom peb qhia koj saib koj yuav ua li cas tiv tauj kom tau ib tug neeg tshawb fawb uas tau txais koj cov ntaub ntawv xov xwm kho mob rau tej kev tshawb fawb thiab hnuv uas peb tau tso koj cov xov xwm tawm.

Kev Tuag; Kev Muab tej Yam Nyob Nruab Ce Pub. Tej zaum peb yuav qhia tej qho xov xwm kho mob hais txog ib tug neeg uas tas sim neeg tawm rau cov neeg txheeb tseg. Tej zaum peb yuav qhia tej xov xwm no rau ib tug kav xwm lub ntees tuag, ib tug kws ntsuam xyuas teeb meem tuag, ib tug neeg ntsuam xyuas kev mob tuag, ib tug tub ceev xwm los yog ib lub koom haum muab tej Yam Nyob Nruab Ce Pub rau Lwm tus Neeg.

Qhov Chaw Ua Hauj Lwm Kho Mob Kev Soj Ntsuam/Kev Raug Sab/Kev Raug Mob. Yog tias koj qhov chaw ua hauj lwm yog ib lub tsev kho mob, tej zaum peb yuav qhia koj cov ntaub ntawv xov xwm kho mob tawm rau lawv raws li lub xeev los yog tseem fwm teb chaws tej kev cai lij choj:

- rau tej kev soj ntsuam tib neeg ua hauj lwm kho mob, los yog
- hais txog ib qho raug sab los yog raug mob tom hauj lwm.

Cov Tub Ceev Xwm. Tej zaum peb yuav qhia tej qho xov xwm kho mob tawm rau cov tub ceev xwm. Tej zaum tej xov xwm yuav yog:

- hais txog ib tug me nyuam yaus uas poob zoo, los yog
- thaum leej twg ua txhaum kev cai rau ntawm peb lub tsev kho mob, los yog

- thaum muaj xwm txheej uas yuav raug rau ib tug neeg los yog ib haiv neeg twg kev nyob zoo los yog kev nyab xeeb.

Tsev Kaw Neeg. Tej zaum peb yuav tso cov ntaub ntawv xov xwm kho mob ntawm ib tug neeg raug kaw qhov taub los yog lwm tus neeg raug ntes tawm rau cov tub ceev xwm los yog ib lub tsev kaw neeg.

Kev Ntaus, Kev Tsis Saib Xyuas Zoo los yog Kev Hawv Qaws Ua Phem. Tej zaum peb yuav muab ntaub ntawv xov xwm kho mob tso tawm rau cov tub ceev xwm yog tias peb pom tej cim qhia tias tau ntaus los sis tsis saib xyuas ib tug me nyuam los yog ib tug neeg laus uas saib xyuas tsis tau nws tus kheej. Yog tias muaj tej kev hawv qaws yuav ua rau ib tug neeg twg raug mob los yog tsis nyab xeeb, peb muaj cai tso ntaub ntawv xov xwm kho mob tawm rau tus neeg ntawd los yog ib tug tub ceev xwm.

Lub Koom Haum Saib Xyuas Khoom Noj thiab Tshuaj (Food and Drug Administration [FDA]) tej Kev Cai Tswj Hwm. Tej zaum peb yuav tso ntaub ntawv xov xwm kho mob tawm rau cov koom haum uas yog lub FDA tswj hwm kom thiaj ntsuam xyuas saib lawv tej khoom zoo, nyab xeeb thiab muaj feem npaum li cas.

Cov Thawj Coj Tub Rog/Kev Tiv Thaiv Teb Chaws. Tej zaum peb yuav qhia ntaub ntawv xov xwm kho mob tawm rau cov neeg uas muaj cai paub uas yog los ntawm teb chaws Ameliskas cov tub rog, lwm lub teb chaws cov tub rog thiab teb chaws Ameliskas tej kev pab tiv thaiv los yog pov hwm teb chaws.

Tej Teeb Meem rau Pej Xeem Kev Nyob Zoo. Tej zaum peb yuav tso ntaub ntawv xov xwm kho mob hais txog koj tawm kom thiaj tiv thaiv cov pej xeem tawm ntawm ib yam kev mob, xws li:

- qhia txog thiab tswj hwm kab mob kev nkeeg (xws li kev mob khees xaws los yog kev mob ntsws qhuav), tej kev raug sab los yog tej kev raug xiam hoob khab
- qhia txog tej yam tseem ceeb xws li kev yug thiab kev tuag
- qhia tej yam uas muaj los tsis zoo los yog tej kev thiaj duab vis dis aus hais txog zaub mov, tshuaj los yog tej teeb meem nrog rau tej khoom pab kev nyob zoo
- qhia tib neeg hais txog kev hu khoom yuav rov qab los los yog kev pauv khoom uas lawv siv, los yog
- qhia ib tug neeg uas tej zaum raug mob kis los yog raug mob yooj yim los yog kis tau ib tug mob rau lwm tus neeg.

Tej Yam Saib Xyuas Kev Noj Qab Nyob Zoo. Tej zaum peb yuav tso cov ntaub ntawv xov xwm kho mob tawm rau tej koom haum tseem fwm, koom haum muab ntawv tso cai, koom haum kuaj xyuas thiab tso cai rau tej yam uas ua tau raws li kev cai lij choj.

Yuav Tsum Tso Tawm Raws Li Lwm Kev Cai. Tej zaum peb yuav siv los yog tso ntaub ntawv xov xwm kho mob tawm raws li lwm txoj kev cai lij choj. Piv txwv hais tias, tej zaum peb yuav tso ntaub ntawv xov xwm kho mob tawm:

- rau teb chaws Ameliskas lub Rooj Tsav Xwm Saib Xyuas Kev Noj Qab Nyob Zoo thiab tej Kev Pab Tib Neeg thaum lawv tab tom muaj kev soj ntsuam.
- raws li tej kev cai them nyiaj rau kev raug mob tom hauj lwm los yog lwm txoj kev cai zoo li ntawd.
- rau tej qho chaw khiav dej num pab tib neeg thiab lwm lub koom haum los yog tib neeg uas muaj cai txais ntaub ntawv xov xwm hais txog tej kev raug sab los yog tej kev mob kom pab khiav tej dej num pab tib neeg, kho mob los yog khiav hauj lwm tub ceev xwm
- hais txog ib tug neeg tsis tau nto kaum yim xyoo uas nyob nws ib leeg xwb los yog ib tug neeg uas muaj ib tug neeg zov nws raws kev cai los yog ib tug saib xyuas vim yog nws tab tom xav tias nws yuav rho me nyuam tawm
- hais txog ib tug neeg tsis tau nto kaum yim xyoo uas nyob nws ib leeg xwb los yog ib tug neeg tsis tau nto kaum yim xyoo uas txais tej kev pab tsis pub lwm tus neeg paub txog kom thiaj tiv thaiv nws tawm ntawm kab mob kev nkeeg.

Ntaub ntawv xov xwm uas muaj lwm yam kev pov hwm. Tej zaum tej qho ntaub ntawv xov xwm kho mob yuav muaj kev pov hwm txuas ntxiv raws li tseem fwm teb chaws thiab tseem fwm xeev txoj kev cai lij choj. Piv txwv hais tias, cov ntaub ntawv xov xwm kho mob txog HIV/AIDS thiab tej kev kuaj keeb yuav pov hwm ceev cia sib txawv nyob ntawm lub xeev tej kev cai lij choj. Tsis tas li ntawd xwb, tej kev pab txiav dej cawv thiab tshuaj phem uas yog tseem fwm teb chaws pab nyiaj rau yog raug tej kev txwv tsis pub siv los yog tso tawm tej ntaub ntawv xov xwm hais txog kev txiav dej cawv thiab tshuaj phem. Raws li peb ua tau, Allina Health yuav tsum tau lus tso cai rau hauv ntawv los ntawm koj ua ntej muab ntaub ntawv xov xwm kho mob ntawd rau lwm tus neeg ntau zaus.

Ntawv Ceeb Toom. Peb yuav tsum qhia koj yog tias leej twg nyiaj muab tau koj cov ntaub ntawv xov xwm kho mob tsis raws kev cai.

Kev Foob. Tej zaum peb yuav muab ntaub ntawv xov xwm tso tawm yog tias peb ua raws li ib txoj lus txib los ntawm tseem fwm teb chaws los yog xeev lub tsev hais plaub, lwm txoj lus txib raws li kev cai lij choj, tej kev txib kom tuaj tom tsev hais plaub los yog lwm cov ntaub ntawv raws li kev cai lij choj.

Cov Ntaub Ntawv Xov Xwm Kho Mob raws li lub Xeev Kev Cai Lij Choj. Feem ntau Minnesota txoj kev cai hais tias ib tug neeg mob yuav tsum tso lus rau Allina Health tej qhov chaw kho mob hauv Minnesota tso lawv cov ntaub ntawv xov xwm kho mob tawm rau lub ntsiab kho neeg mob, tsuas yog qhov kev tso tawm ntawd yog rau ib tug kws kho mob uas pab kho tus neeg mob tam sim no, los yog tus neeg mob tso lus tsis tau vim yog ib txoj kev kho mob kam ceev, los yog qhov kev tso tawm yog raws li kev cai lij choj. Rau cov neeg mob hauv lub xeev Wisconsin, tej kev kuaj saib puas muaj HIV, yog tias muaj, muab tso tau tawm raws li teem tseg rau hauv Wisconsin txoj kev cai lij choj. Ib daim ntawv teev cov neeg los yog qhov chaw puag ncig uas sau tseg rau hauv Wisconsin tej kev cai yog muaj rau koj yog tias koj thov tau.

Muaj Koj txoj Kev Tso Lus

Peb muaj cai siv los yog tso cov ntaub ntawv xov xwm kho mob tawm tsuas yog tias koj tso lus xwb, tsuas yog piav raws li saum toj no. Yuav tsum tau kev tso lus rau hauv ntawv yog tias yuav siv los yog tso tawm cov ntawv cim ntawm kev kho cov neeg puas hlwb (cov ntawv sim tshwj xeeb uas yog cov kws pab kho mob puas hlwb siv thaum pab ib tug neeg mob puas hlwb xwb), cov ntaub ntawv xov xwm kho mob uas siv tshaj tawm khoom noj, los yog cov ntaub ntawv xov xwm kho mob uas yuav muab muag. Yog tias koj sau ntawv tso lus rau peb, ces koj muaj cai rho txoj kev tso lus ntawd thaum twg los tau yog tias koj sau ntawv qhia peb paub. Muaj ib daim ntawv uas rho tau koj daim ntawv tso lus nyob tom Allina Health lub tsev kho mob uas koj tau txais kev kho mob, los yog thaum koj tiv tauj tau peb. Koj txoj kev tso lus yuav kawg thaum peb txais daim ntawv uas koj sau npe rau thiab peb tau ua raws li koj txoj kev thov tiav tas. Txawm yog li ntawd los, koj txoj kev txiav txim siab kom rho txoj kev tso lus yuav tsis raug rau los yog yuav kho tsis tau tej kev siv los yog tej kev tso tawm ntawm koj cov ntaub ntawv xov xwm kho mob uas muaj los ua ntej koj tau qhia peb txog koj txoj kev txiav txim siab no, los yog lwm txoj kev coj ua uas peb tau ua vim yog koj txoj kev tso lus.

Lus Nug thiab Kev Qhia Teeb Meem

Yog tias koj muaj lus nug txog peb tej kev cai txwv tsis pub lwm tus neeg paub, los yog koj xav hais tias leej twg yuam koj tej cai kom ceev koj cov ntaub ntawv tseg cia zoo, los yog tias koj tsis pom zoo rau ib txoj kev txiav txim siab twg hais txog koj tej kev cai, koj muaj cai qhia koj qhov teeb meem no rau peb thaum koj hu Allina Health lub Hoob Kas Privacy Office rau ntawm 612-262-0503 los yog sau ntawv qhia koj qhov teeb meem tawm rau qhov chaw nyob nram qab no:

Allina Health Privacy Office
Mail route 10839
P.O. Box 43
Minneapolis, MN 55440-0043

Koj kuj sau ntawv mus qhia koj qhov teeb meem tawm rau teb chaws Ameliskas luv Tuam Tsev Txhawb Kev Noj Qab Haus Huv Thiab Pej Xeem Huab Hwm (U.S. Department of Health and Human Services) - lub Hoob Kas Saib Xyuas cov Pej Xeem tej Cai (Office of Civil Rights [OCR]): Peb yuav muab qhov chaw nyob rau koj sau ntawv qhia teeb meem tawm thaum twg koj thov kom tau. Thov paub hais tias peb yuav tsis rau txim rau koj vim koj sau ntawv qhia koj qhov teeb meem tawm.

Rau tej lus nug hais txog kev tso ntaub ntawv xov xwm tawm, xws li tej nqi luam ntawv thiab kev tso ntawv ceev cia tawm, cia li hu Ntaub Ntawv Xov Xwm Kho Mob/Kev Tso Ntaub Ntawv Xov Xwm Tawm rau ntawm 612-262-2300.

Yog tias koj muaj lus dab tsi nug los yog kev txhawj xeeb dab tsi hais txog peb tej kev txwv tsis pub lwm tus neeg paub thiab hais txog daim

ntawv ceeb toom no, thov tiv tauj kom tau lub hoob kas Privacy Office rau Allina Health rau ntawm 612-262-0503.

Cov Koom Haum uas daim Ntawv Ceeb Toom No Duav

Daim Ntawv Ceeb Toom no raug rau Allina Health cov kws kho mob thiab cov tsev kho mob tej kev txwv tsis pub lwm tus neeg paub uas teev tseg nram qab no, thiab lawv tej qhov chaw uas nrog lawv sib koom tes ua hauj lwm. Tej zaum tej kev ua lag luam no yuav yog ib feem ntawm ib txoj Kev Kho Mob uas Teem Tseg Ua Raws Li.

- Abbott Northwestern Hospital, (suav WestHealth Chav Kho Mob Xwm Txheej Ceev)
- Allina Health
- Allina Health tej tsev kho mob me
- Allina Health Emergency Medical Services
- Allina Health Home Care Services
- Allina Health Home Oxygen & Medical Equipment
- Allina Health Hospice & Palliative Care
- Allina Health Laboratory
- Allina Health Pharmacy
- Allina Health Surgical Specialists
- Buffalo Hospital
- Cambridge Medical Center
- Courage Kenny Rehabilitation Institute
- District One Hospital
- John Nasseff Neuroscience Specialty Clinic
- Mercy Hospital
- Mercy Hospital - Unity Campus
- Metropolitan Heart & Vascular Institute
- Minneapolis Heart Institute
- Minnesota Perinatal Physicians
- New Ulm Medical Center
- Orthopaedic Institute Surgery Center
- Owatonna Hospital
- Penny George Institute for Health & Healing
- Phillips Eye Institute
- Regina Hospital
- River Falls Area Hospital
- St. Francis Regional Medical Center
- Sports and Orthopaedic Specialists
- United Heart & Vascular Clinic
- United Hospital
- Virginia Piper Cancer Institute

Cov Neeg Ua Hauj Lwm Kho Mob thiab lwm cov kws kho mob uas pab kho mob rau ntawm ib lub koom haum twg uas teev tseg saum toj no.

Tej kev pab tshwj xeeb uas yog ib lub koom haum twg uas teev tseg saum toj no muaj.

Cov neeg kho mob uas tsis koom ua hauj lwm rau peb tiam sis uas koom Allina Health tej kev kho mob uas teem tseg ua raws li.

*Tej zaum daim ntawv teev tseg no yuav hloov qee zaum, vim peb lub koom haum yuav hloov thiab loj hlob tuaj.

Hnub Pib Muaj Feem: Plaub Hlis Ntuj hnub tim 14, 2003

Zaum Tas Los Rov Qab Kho: Cuaj Hlis Ntuj hnub tim 8, 2017

Allina Health 



This package contains important information about your rights as a patient. Please read the attached:

- Minnesota Patients' Bill of Rights
- Rights Under Federal Law

Patients are encouraged to contact the hospital patient representative for any concerns about patient care, service or safety that have not been resolved. Patients have the right for follow-up by the hospital on any complaint. A written or verbal grievance related to the Patients' Bill of Rights or to any other concerns may be resolved by contacting:

Abbott Northwestern Hospital Patient Representative
800 East 28th Street
Minneapolis, MN 55407
Tel: (612) 863-5391 (metro)
(877) 618-2203

(In the absence of the patient representative, you may ask staff for assistance in contacting the administrative representative.)

OR

Inquiries or complaints regarding care and safety may be directed to:

Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Tel: (800) 994-6610
E-mail: complaint@jcaho.org

Inquiries or complaints regarding medical treatment or the Patients' Bill of Rights may be directed to:

Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164-0970
Tel: (651) 201-4201
(800) 369-7994

Minnesota Board of Medical Practice
2829 University Ave SE, Suite 400
Minneapolis, MN 55414-3246
Tel: (612) 617-2130
(800) 657-3709

Inquiries regarding access to care or possible premature discharge may be directed to:

Ombudsman for Older Minnesotans
P.O. Box 64971
St Paul, MN 55164-0971
Tel: (651) 431-2555 (metro)
(800) 657-3591

FEDERAL RIGHTS

Starting August 2, 1999, the federal Patient's Bill of Rights law (42 CFR Part 482) went into effect. Patients have rights afforded them under federal laws in areas of notification of rights; the exercise of his/her rights in regard to his/her care, privacy and safety; confidentiality of his/her records; and freedom from restraints or seclusion except as necessary to ensure the immediate physical safety of the patient, a staff member, or others, in which case they must be discontinued at the earliest possible time and safely implemented by trained staff. Information concerning the procedures for registering complaints or concerns can be found on the previous page of this document.

RIGHTS UNDER FEDERAL LAW

42 CFR §482.13 Condition of participation: Patients' Rights.

A hospital must protect and promote each patient's rights.

(a) Standard: Notice of rights.

- (1) A hospital must inform each patient, or when appropriate, the patient's representative (as allowed under State law), of the patient's rights, in advance of furnishing or discontinuing patient care whenever possible.
- (2) The hospital must establish a process for prompt resolution of patient grievances and must inform each patient whom to contact to file a grievance. The hospital's governing body must approve and be responsible for the effective operation of the grievance process and must review and resolve grievances, unless it delegates the responsibility in writing to a grievance committee. The grievance process must include a mechanism for timely referral of patient concerns regarding quality of care or premature discharge to the appropriate Utilization and Quality Control Quality Improvement Organization. At a minimum:
 - (i) The hospital must establish a clearly explained procedure for the submission of a patient's written or verbal grievance to the hospital.
 - (ii) The grievance process must specify time frames for review of the grievance and the provision of a response.
 - (iii) In its resolution of the grievance, the hospital must provide the patient with written notice of its decision that contains the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process, and the date of completion.

(b) Standard: Exercise of rights.

- (1) The patient has the right to participate in the development and implementation of his or her plan of care.
- (2) The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- (3) The patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with § 489.100 of this part (Definition), § 489.102 of this part (Requirements for providers), and § 489.104 of this part (Effective dates).

- (4) The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.

(c) Standard: Privacy and safety.

- (1) The patient has the right to personal privacy.
- (2) The patient has the right to receive care in a safe setting.
- (3) The patient has the right to be free from all forms of abuse or harassment.

(d) Standard: Confidentiality of patient records.

- (1) The patient has the right to the confidentiality of his or her clinical records.
- (2) The patient has the right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.

(e) Standard: Restraint or seclusion.

All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

- (1) Definitions.
 - (i) A restraint is —
 - (A) Any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body, or head freely; or
 - (B) A drug or medication when it is used as a restriction to manage the patient's behavior or restrict the patient's freedom of movement and is not a standard treatment or dosage for the patient's condition.
 - (C) A restraint does not include devices, such as orthopedically prescribed devices, surgical dressings or bandages, protective helmets, or other methods that involve the physical holding of a patient for the purpose of conducting routine physical examinations or tests, or to protect the patient from falling out of bed, or to permit the patient to participate in activities without the risk of physical harm (this does not include a physical escort).
 - (ii) Seclusion is the involuntary confinement of a patient alone in a room or area from which the patient is physically prevented from leaving. Seclusion may only be used for the management of violent or self-destructive behavior.
- (2) Restraint or seclusion may only be used when less restrictive interventions have been determined to be ineffective to protect the patient a staff member or others from harm.
- (3) The type or technique of restraint or seclusion used must be the least restrictive intervention that will be effective to protect the patient, a staff member, or others from harm.
- (4) The use of restraint or seclusion must be —
 - (i) In accordance with a written modification to the patient's plan of care; and
 - (ii) Implemented in accordance with safe and appropriate restraint and seclusion techniques as determined by hospital policy in accordance with State law.
- (5) The use of restraint or seclusion must be in accordance with the order of a physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) and authorized to order restraint or seclusion by hospital policy in accordance with State law.
- (6) Orders for the use of restraint or seclusion must never be written as a standing order or on an as needed basis (PRN).

- (7) The attending physician must be consulted as soon as possible if the attending physician did not order the restraint or seclusion.
- (8) Unless superseded by State law that is more restrictive —
 - (i) Each order for restraint or seclusion used for the management of violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others may only be renewed in accordance with the following limits for up to a total of 24 hours:
 - (A) 4 hours for adults 18 years of age or older;
 - (B) 2 hours for children and adolescents 9 to 17 years of age; or
 - (C) 1 hour for children under 9 years of age; and
 - (ii) After 24 hours, before writing a new order for the use of restraint or seclusion for the management of violent or self-destructive behavior, a physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) of this part and authorized to order restraint or seclusion by hospital policy in accordance with State law must see and assess the patient.
 - (iii) Each order for restraint used to ensure the physical safety of the nonviolent or non-self-destructive patient may be renewed as authorized by hospital policy.
- (9) Restraint or seclusion must be discontinued at the earliest possible time, regardless of the length of time identified in the order.
- (10) The condition of the patient who is restrained or secluded must be monitored by a physician, other licensed independent practitioner or trained staff that have completed the training criteria specified in paragraph (f) of this section at an interval determined by hospital policy.
- (11) Physician and other licensed independent practitioner training requirements must be specified in hospital policy. At a minimum, physicians and other licensed independent practitioners authorized to order restraint or seclusion by hospital policy in accordance with State law must have a working knowledge of hospital policy regarding the use of restraint or seclusion.
- (12) When restraint or seclusion is used for the management of violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others, the patient must be seen face-to-face within 1 hour after the initiation of the intervention—
 - (i) By a—
 - (A) Physician or other licensed independent practitioner; or
 - (B) Registered nurse or physician assistant who has been trained in accordance with the requirements specified in paragraph (f) of this section.
 - (ii) To evaluate—
 - (A) The patient's immediate situation;
 - (B) The patient's reaction to the intervention;
 - (C) The patient's medical and behavioral condition; and
 - (D) The need to continue or terminate the restraint or seclusion.
- (13) States are free to have requirements by statute or regulation that are more restrictive than those contained in paragraph (e)(12)(i) of this section.
- (14) If the face-to-face evaluation specified in paragraph (e)(12) of this section is conducted by a trained registered nurse or physician assistant, the trained registered nurse or physician assistant must consult the attending physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) as soon as possible after the completion of the 1-hour face-to-face evaluation.

- (15) All requirements specified under this paragraph are applicable to the simultaneous use of restraint and seclusion. Simultaneous restraint and seclusion use is only permitted if the patient is continually monitored—
 - (i) Face-to-face by an assigned, trained staff member; or
 - (ii) By trained staff using both video and audio equipment. This monitoring must be in close proximity to the patient.
- (16) When restraint or seclusion is used, there must be documentation in the patient's medical record of the following:
 - (i) The 1-hour face-to-face medical and behavioral evaluation if restraint or seclusion is used to manage violent or self-destructive behavior;
 - (ii) A description of the patient's behavior and the intervention used;
 - (iii) Alternatives or other less restrictive interventions attempted (as applicable);
 - (iv) The patient's condition or symptom(s) that warranted the use of the restraint or seclusion; and
 - (v) The patient's response to the intervention(s) used, including the rationale for continued use of the intervention.

(f) Standard: Restraint or seclusion: Staff training requirements.

The patient has the right to safe implementation of restraint or seclusion by trained staff.

- (1) Training intervals. Staff must be trained and able to demonstrate competency in the application of restraints, implementation of seclusion, monitoring, assessment, and providing care for a patient in restraint or seclusion—
 - (i) Before performing any of the actions specified in this paragraph;
 - (ii) As part of orientation; and
 - (iii) Subsequently on a periodic basis consistent with hospital policy.
- (2) Training content. The hospital must require appropriate staff to have education, training, and demonstrated knowledge based on the specific needs of the patient population in at least the following:
 - (i) Techniques to identify staff and patient behaviors, events, and environmental factors that may trigger circumstances that require the use of a restraint or seclusion.
 - (ii) The use of nonphysical intervention skills.
 - (iii) Choosing the least restrictive intervention based on an individualized assessment of the patient's medical, or behavioral status or condition.
 - (iv) The safe application and use of all types of restraint or seclusion used in the hospital, including training in how to recognize and respond to signs of physical and psychological distress (for example, positional asphyxia);
 - (v) Clinical identification of specific behavioral changes that indicate that restraint or seclusion is no longer necessary.
 - (vi) Monitoring the physical and psychological well-being of the patient who is restrained or secluded, including but not limited to, respiratory and circulatory status, skin integrity, vital signs, and any special requirements specified by hospital policy associated with the 1-hour face-to-face evaluation.
 - (vii) The use of first aid techniques and certification in the use of cardiopulmonary resuscitation, including required periodic recertification.
- (3) Trainer requirements. Individuals providing staff training must be qualified as evidenced by education, training, and experience in techniques used to address patients' behaviors.
- (4) Training documentation. The hospital must document in the staff personnel records that the training and demonstration of competency were successfully completed.

(g) Standard: Death reporting requirements: Hospitals must report deaths associated with the use of seclusion or restraint.

- (1) The hospital must report the following information to CMS:

- (i) Each death that occurs while a patient is in restraint or seclusion.
- (ii) Each death that occurs within 24 hours after the patient has been removed from restraint or seclusion.
- (iii) Each death known to the hospital that occurs within 1 week after restraint or seclusion where it is reasonable to assume that use of restraint or placement in seclusion contributed directly or indirectly to a patient's death. "Reasonable to assume" in this context includes, but is not limited to, deaths related to restrictions of movement for prolonged periods of time, or death related to chest compression, restriction of breathing or asphyxiation.
- (2) Each death referenced in this paragraph must be reported to CMS by telephone no later than the close of business the next business day following knowledge of the patient's death.
- (3) Staff must document in the patient's medical record the date and time the death was reported to CMS.100

(h) Standard: Patient visitation rights.

A hospital must have written policies and procedures regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reasons for the clinical restriction or limitation. A hospital must meet the following requirements:

- (1) Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.
- (2) Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
- (3) Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- (4) Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

As adopted July 2, 1999, effective August 2, 1999, and amended December 8, 2006, effective January 8, 2007 and amended, effective January 18, 2011. effective January 18, 2011.

Tus Neeg Mob Hauv Minnesota Txoj Cai

Tsoom Nom Tswv Daim Hom Phiaj

Yog daim hom phiaj ntawm tsoom nom tswv hauv tsab ntawv no uas yuav nrog txhawb thiab saib xyuas kom tus neeg mob tau lub chaw nyob, chaw so zoo. Yuav tsis muaj lub chaw tu neeg twg yuam tau kom tus neeg mob txo nws txoj cai ua ntej lawv yuav txais nws. Tus neeg saib xyuas tus neeg mob los sis ib tug neeg txhawj txog tus neeg mob los sis, yog thaum tsis muaj tus neeg saib xyuas los sis tus neeg txhawj txog tus neeg mob lawm, muaj cuab kav hais kom lawv tsis txhob hla tus neeg mob txoj cai. Tus neeg txhawj txog tus neeg mob no hais tau lawv thiab yog tias tus neeg saib xyuas tus neeg mob yog ib lub chaw ua num uas tus tswv txiav plaub ntug tso cai rau lawv ua tus saib xyuas. Lub sij hawm thaum tseem ntsuam xyuas txoj cai mas lub chaw tu neeg yuav tsum ua lawv txoj num raws li tus neeg saib xyuas tau pom zoo. Lub ntsiab lus ntawm txoj cai mas yog kom txhua tus neeg, txhua lub chaw ua num yuav tsum to taub thiab nrog fwm tus neeg mob txoj cai kom zoo npaum li yuav zoo tau, tsis hais txog kev ntseeg, kev coj cai rau yus tus kheej thiab txoj cai uas txhua tus pej xeeb muaj sib luag. tus neeg mob muaj cuab kav hais thiab sau tej yam tus neeg mob tsis txaus siab mus rau cov chaw ua num nyob nram qab ntawm tsab ntawv no.

Cov Ntsiab Txhais

Rau kev siv hauv tsab ntawv no, “tus neeg mob” txhais tias yog tus neeg uas tuaj nyob ntev dua 24 teev rau lawv tu, kom lawv soj ntsuam tus mob seb yog mob dab tsi los sis kho nws raws li nws lub cev los sis txoj kev xav ntawm tus neeg ntawd. “Tus neeg mob” tseem txhais tau tias yog ib tug me nyuam yaus uas tuaj nyob rau lawv kho thiab lawv tu, raws li txhais rau hauv Seem 7, Minnesota Cov Cai Thaum 1986, Tshooj 326. Rau kev siv hauv tsab ntawv no, “tus neeg mob” tseem txhais tias yog ib tug neeg uas tau txais kev pab rau kev nyuaj siab rau tsis pw kho mob los sis hauv ib qho kev pab cuam uas tau kev txhawb nqa los ntawm lub zej zos los sis lwm cov kev pab hauv lub zej zos.

Txoj Cai Tshaj Tawm

Txoj cai tswj kev pab rau cov neeg mob hauv lub xeeb no tshaj tawm tias txhua txhua lub chaw tu neeg yuav tsum fwm thiab ua raws li tus neeg mob txoj cai uas muaj xws li tiam sis tsis yog tas rau cov uas tau hais tseg no.

1. Cov Lus Qhia Txog Txoj Cai

Yuav tsum tau qhia rau cov neeg mob, thaum tuaj nyob tawm lub chaw tu neeg, tias nws muaj txoj cai pab tiv thaiv nws thaum lub sij hawm lawv kho nws ntawm lub chaw los sis thaum lub sij hawm kho hauv lub zej zos thiab muaj cov no piav qhia rau hauv tsab ntawv uas sau nrog nov txog cov cai thiab dej num uas muaj nyob hauv seem no. Yog thaum muaj cov neeg mob tuaj nkag rau hauv cov kev pab cuam hauv chaw tu raws li tshab txhais hauv Seem 7, tsab ntawv sau qhia yuav tsum tau piav txog txoj cai thov qhia tawm los ntawm ib tug neeg uas muaj 16 xyoo los sis laus dua ntawd raws li muaj nyob hauv Seem 253B.04, Txheej me 2, thiab muaj cov npe thiab xov tooj ntawm cov tib neeg thiab cov koom haum uas muab kev pab tawm suab sawv cev



thiab kev pab txog kev cai lij choj rau cov neeg mob hauv cov kev pab cuam hauv chaw tu. Yuav muaj kev pab rau cov muaj teeb meem txog kev sib txuas lus, thiab cov uas hais lwm hom lus dua li ntawm lus Asnkiv. Tej cai tswj nyob hauv chaw tu neeg, tej ntaub ntawv luj ntsuam xyuas lub chaw tu neeg los ntawm xeev thiab zos cov neeg xyuas txog kev noj qab haus huv, thiab kev tshab txhais ntxiv txog cov cai sau tseg mas yuav tsum pub rau cov neeg mob, lawv cov neg saib xyuas los sis tus neeg lawv xaiv los sawv cev lawv thaum lawv tau thov tus neeg khiav dej num los sis lwm tus neeg ua hauj lwm, raws li tshooj 13, hauv Tsab Cai Txog Kev Siv Ntaub Ntawv, thiab Seem 626.557, hais txog cov neeg laus uas lawv pab tsis tau lawv tus kheej.

2. Tu Kom Zoo Thiab Saib Rau Nqi

Cov neeg mob muaj txoj cai kom cov neeg ua hauj lwm yuav tsum tu nws zoo thiab saib nws rau nqi thaum nws nyob ntawm lub chaw tu neeg.

3. Tu Thiab Kho Tus Neeg Raws Li Nws Tus Mob

Cov neeg mob muaj txoj cai kom lawv yuav tsum tu thiab kho nws raws li nws tus mob. Txoj cai no tsuas kav txij txoj kev tu uas daim ntawv kho mob kam them tej nuj nqis xwb.

4. Paub Txog Tus Kws Kho Mob

Cov neeg mob muaj txoj cai kom lawv yuav tsum sau ib daim ntawv qhia rau nws txog nws tus kws kho mob lub npe, chaw ua hauj lwm, tus xov tooj thiab saib nws txawj kho yam mob twg. Muaj qee zaub mas tus neeg mob tsis meej pem ces cov lus no yuav tsum muab rau tus saib xyuas los sis tus sawv cev ntawm tus neeg mobthiab tus kws kho mob uas cob cov lus no yuav tsum sau tej hais tas los no rau hauv tus neeg mob phau ntawv kho mob.

5. Kev Sib Cuag Nrog Lwm Qhov Chaw Kho Mob

Cov neeg mob uas tau txais kev kho mob sab nraud muaj txoj cai paub txog saib leej twg yog tus kho nws. Yuav tsum qhia lawv lub npe, chaw nyob thiab txoj kev yuav kho tus mob yog muaj dab tsi. Muaj qee zaub mas tus neeg mob tsis meej pem ces cov lus no yuav tsum muab rau tus saib xyuas los yog tus sawv cev ntawm tus neeg mob thiab tus kws kho mob uas cob cov lus yuav tsum sau tej hais tas los no rau hauv tus neeg mob phau ntawv kho mob.

6. Ntaub Ntawv Qhia Txoj Kev Kho Mob

Tus kws kho mob yuav tsum qhia tag nrho txhua yam raws li txoj cai pub rau cov neeg mob txog nws tus mob, txoj kev yuav kho yav tom ntej, thiaj seb puas yuav muaj lwm txoj kev kho dab tsi pab tau tus neeg mob thiab. Cov lus sib qhia no mas yuav tsum yog yam lus kom cov neeg mob to taub. Cov neeg mob muaj cai kom ib tug ntawm tsev neeg los sis tus neeg sawv cev, los sis ob tug tag nrho, nrog nws hnov cov lus. Cov lus yuav sib tham mas yuav muaj qhov yuav kho tau los sis tsis tau thiab lwm cov kev pab kom tus mob zoo. Muaj qee zaub mas tus neeg mob tsis meej pem ces cov lus no yuav tsum muab rau tus saib xyuas los sis tus sawv cev ntawm tus neeg mobthiab tus kws kho mob uas cob cov lus no yuav tsum sau tej hais tas los no rau hauv tus neeg mob phau ntawv kho mob. Tus neeg mob muaj txoj cai tsis kam txais cov lus qhia no.

Txhua tus neeg mob uas mob cancer rau ntawm lub mis mas yuav tsum qhia cov lus no rau kom nws paub meej, ua ntej los yog thaum lub sijhawm nws nyuam qhuav tuaj nyob ntawm lub chaw tu,txog txhua yam kev kho mob raws li nws paub, nrog rau kev phais, kev muab hluav taws xob

tua, los sis kev txhaj tshuaj tua los sis cov no sib xyaws ua ke thiab cov kev tsis zoo uas tej zaum muaj nrog txhua txoj kev kho no.

7. Koom Tes Npaj Nrog Txoj Kev Kho Mob

Lus Ceeb Toom Rau Tsev Neeg:

(a) Cov neeg mob muaj txoj cai koom tes npaj nrog txoj kev kho mob. Txoj cai no yog muab sij hawm rau sawv daws sib tham txog txoj kev kho tus mob thiab lwm cov kev kho mob nrog tus kws kho mob, lub sij hawm los thov thiab koom rau hauv cov kev sib tham, thiab txoj cai kom muaj tsev neeg los yog tus neeg sawv cev, los yog ob tug tag nrho, nyob ntawd nrog sib tham. Yog lub sij hawm uas tus neeg mob tuaj tsis tau, nws tsev neeg los yog tus neeg nws xaiv ua tus sawv cev yuav tuaj nrog cov kws kho mob sib tham tau. Ib tug neeg sawv cev yuav muaj tus neeg pab thaum yug me nyuam uas tus neeg mob xaiv tuaj los tau thiab.

(b) Yog thaum tus neeg mob nyuam qhuav tuaj nkag nyob hauv lub chaw es nws tsis nco qab thiab hais tsis tau lus lawm, lub chaw yuav tsum sib zog nrhiav raws li qhov yuav tsum tau ua hauv nqe (c) kom cuag tau nws tsev neeg los yog tus neeg sawv cev nws uas tus neeg mob tau teev tus neeg ntawd lub npe nyob hauv ntaub ntawv tseg rau lub chaw tu neeg tias nws yog tus yuav hu tau rau thaum muaj xwm txheej ceev. Lub chaw tu yuav tso cai rau tsev neeg nrog tuav tswv yim txog txoj kev kho mob, tsuav tsis txhob muaj daim ntawv uas tus neeg mob tau sau txwv tsis pub tsev neeg koom rau hauv txoj kev npaj kho mob. Tom qab qhia rau tsev neeg tiam sis ua ntej yuav cia tsev neeg koom tes rau hauv txoj kev npaj kho mob mas, lub chaw tu neeg yuav tshawb xyuas li qhov ua tau los xyuas seb tus neeg mob puas muaj daim ntawv txwv leej twg hauv txoj kev txiav txim txog kev kho mob tso. Siv rau hauv nqe lus no, “tshawb xyuas li qhov ua tau” muaj xws li:

- (1) soj ntsuam seb us neeg mob puas txaus siab rau lawv;
- (2) soj ntsuam tej ntaub ntawv kho mob uas nyob hauv lub chaw tu neeg;
- (3) nug tus neeg uas muaj npe ua tus yuav hu tau thaum muaj xwm txheej ceev los sis nug tsev neeg saib tus neeg mob puas tau ua daim ntawv npaj kho tus mob tseg, thiab xyuas saib tus neeg mob puas muaj ib tug kws kho mob uas nws niaj zaum mus cuag thaum nws muaj mob; thiab
- (4) nug tus kws kho mob uas tus neeg mob niaj zaum mus cuag thaum nws muaj mob, yog tias paub tias yog leej twg, saib tus kws kho mob puas paub tias tus neeg mob puas tau ua daim ntawv npaj kho mob tseg. Yog lub chaw tu neeg qhia rau tsev neeg los sis tus neeg uas yuav hu tau rau thaum muaj xwm txheej ceev los sis tso cai rau tsev neeg koom rau hauv txoj kev npaj kho mob raws li hauv nqe no, lub chaw tu neeg yuav tsis muaj kev txhaum tias qhov lawv tso cai ntawd yog hla tus neeg mob txoj cai lawm.

(c) Thaum tshawb xyuas li qhov ua tau mus nrhiav cuag tsev neeg los yog tus neeg uas yuav hu tau rau thaum muaj xwm txheej ceev, lub chaw tu neeg yuav xyuas tus neeg mob tej ntaub ntawv uas nyob hauv lub chaw saib lawv muaj kev sib raug zoo li cas. Yog lub chaw tu neeg tsis muaj cuab kav nrhaiv tau tsev neeg los sis tus neeg uas yuav hu tau rau thaum muaj xwm txheej ceev li ntawm 24 teev tom qab tus neeg mob tuaj nyob hauv lub chaw, lub chaw yuav ceeb toom rau nras qhov chaw muab kev pab neeg los sis tub ceev xwm kom lawv paub tias tus

neeg mob nyob hauv lawv lub chaw tu neeg lawm thiab lawv nrhiav tsis tau tsev neeg los sis tus neeg uas yuav hu tau rau thaum muaj xwm txheej ceev li. Lub koom haum muab kev pab neeg los sis cov tub ceev xwm uas pab lub chaw mas yuav tsis muaj kev txhaum txheej dab tsi liam tau rau lawv tias lawv ua txoj num tsis raug cai thiab hla tus neeg mob txoj cai lawm.

8. Kev Saib Xyuas thiab Kev Tu Lawv Yav Tom Ntej

Cov neeg mob muaj txoj cai kom lawv yuav tsum tuaj tu nws raws lub sij hawm thiab yuav tsum muaj tus neeg saib xyuas nws raws li txoj cai ntawm lub chaw tus neeg.

9. Txoj Cai Tsis Pub Kom Lawv Kho

Cov neeg mob uas tseem meej pem muaj txoj cai tsis pub kom lawv kho raws li Txoj Cai 6 hais tias saum toj no. Yog thaum tus neeg mob tsis to taub txog tus cai no tiam sis nws kuj tsis tau raug luag txiav txim tias nws yog neeg hlwb tsis meej pem, los sis thaum muaj qhov yuav tsum tau ua raws cai los txwv txoj kev tsis kam txais kev kho mob, tus kws kho mob yuav tsum ua twb zoo teev cov nqe lus tseg rau hauv tus neeg mob phau ntawv kho mob.

10. Kev Tshawb Nrhiav Kawm

Yuav tsum tau daim ntawv tso cai ua ntej yuav cia tus neeg mob koom txoj kev tshawb nrhiav kawm txog txoj kev kho mob. Cov neeg mob muaj cai tsis kam koom nrog lawv. Daim ntawv tso cai thiab daim ntawv tsis kam koom nrog mas yuav tsum muaj nyob rau hauv tus neeg phau ntawv kho mob.

11. Nyob Ywj Siab Tsis Muaj Kev Tsim Txom

Cov neeg mob muaj txoj cai nyob ywj siab raws li txhais hauv Tsab Cai Tiv Thaiv Cov Neeg Laus Uas Lawv Pab Tsis Tau Lawv Tus Kheej (Vulnerable Adults Protection Act). Lo lus tsim txom txhais tau tias coj tus cwj pwm raws li hauv Seem 626.5572, Txheej me 15, los sis txhob txwm ua kom lub cev mob los sis raug mob, los sis kev ua kom muaj kev nyuaj siab. Txhua tus neeg mob mas yuav tsis pub leej twg ntaus thiab quab yuam muab lawv khi thiab yuam haus tshuaj, tsuas yog thaum muaj ntaub ntawv ntawm tus kws kho mob pom zoo kom ua mas thiaj li ua tau, mus ib ntus raws li hais tseg, thiab tsuas ua qhov no thaum tsim nyog los tiv thaiv tus neeg mob tsam nws rov ua rau nws thiab lwm tus neeg raug mob.

12. Tsis Pub Leej Twg Paub Txog Txoj Kev Kho Mob

Cov neeg mob muaj txoj cai kom lawv yuav tsum saib taus nws thiab saib txoj kev kho nws rau nqi. Kev sab laj, kev sib tham txog txoj kev yuav kho tus mob mas yog ib yam uas sawv daws yuav tsum tham tsis tau rau lwm tus neeg hnov. Yuav tsum saib taus tus neeg thaum nws siv chav dej, da dej, thiab tu cev, ntshe yog tias yuav tau muaj kev pab kom nws nyab xeeb.

13. Tsis Pub Leej Twg Paub Tej Ntaub Ntawv Kho Mob

Cov neeg mob yuav tsum muaj kev tso siab tias nws tej ntaub ntawv kho mob mas yuav khaws kom zoo cia, thiab nws muaj txoj cai txwv los sis txoj cai kheev tej ntaub ntawv rau ib tug neeg nyob sab nraud ntawm lub chaw tu neeg saib. Tej ntaub ntawv mas yuav tau muab sau tseg thiab kaw cia zoo chaw raws li txoj cai Seem 144.335. Txoj cai no yuav tsis siv yog thaum muaj neeg tsis txaus siab rau lub chaw tu neeg es lawv kom tuam tsev xyuas txog kev noj qab haus huv tuaj kuaj tej ntaub ntawv thiab yog muaj tus tswv tu plaub ntug tso cai rau lawv kuaj.

14. Qhia Saib Txoj Kev Tu Neeg Muaj Li Cas

Ua ntej los yog thaum lub sij hawm cov neeg tuaj nkag nyob hauv lub chaw, lawv yuav tsum qhia rau nws txog txoj kev tu neeg, yam nws yuav raug them, yam tsis raug them yog dab tsi, tej num nqi xaub chaw nyob kim li cas. Lub chaw tu neeg yuav tsum pab tus neeg mob txhua yam saib puas yuav tau daim ntawv kho mob Medicare los sis Medicaid los pab nws them ib feem los sis tag nrho tej nuj nqis ntawm cov kev pab.

15. Teb Tej Lus Nug

Cov neeg mob muaj txoj cai kom lawv teb nws sai txog tej lus nug thiab tej lus nws tau thov.

16. Ntiag Tug Ntawm Koj Tus Kheej

Cov neeg mob muaj txoj cai txwv kom lwm tus neeg tsis paub txog nws tus kheej xws li kev ntseeg, kev coj dab qhuas, nws tus kheej lub siab ntshaw thiab kev sib raug zoo nrog lwm tus.

17. Lus Tsis Txaus Siab

Thaum cov neeg mob tseem nyob ntawm lub chaw tus neeg mas lawv yuav tsum pab thiab txhawb kom nws to taub txog nws txoj cai li nws yog tus neeg mob thiab yog ib tug neeg pej xeem. Tus neeg mob muaj txoj cai hais rau lawv txog tej yam nws tsis txaus siab thiab nrog tau lawv tuav tswv yim txog kev yuav hloov kho tus mob. Yuav tsis pub muaj leej twg txwv cheem nws, cuam tshuam, yuam kom ua thiab saib tsis taus nws los puas hawv yuav tshem nws tawm. Tej ntaub ntawv ceeb toom txog lus tsis txaus siab mas yuav tsum muab lo kom ncaj chaw rau ntawm phab ntsa. Daim ntawv no yuav tsum qhia txog tus txheej txheem teem daim ntawv tsis txaus siab, qhia chaw nyob, thiab xov tooj ntawm Chav Fai Xyuas Cov Kev Tsis Txaus Txog Cov Chaw Tu Neeg (Office of Health Facility Complaints) raw li muaj nyob hauv txoj cai Cov Neeg Mis Kas Uas Laus (Older Americans Act), Seem 307 (a)(12).

Txhua qhov chaw tu neeg uas neeg pw kho mob, txhua qhov kev pab cuam tu neeg raws li txhais hauv Seem 7, thiab txhua qhov chaw uas txais coob tshaj ob tus neeg ua hauj lwm uas muab cov kev pab txog kev nyuab siab uas tsis pw kho mob mas yuav tsum muaj daim ntawv qhia sawv daws txog tus txheej txheem cob lus tsis txaus siab rau tus neeg saib xyuas nyob hauv lub chaw; qhia saib lub chaw yuav siv sij hawm li cas thiaj yuav teb tau tej lus nug rov qab rau tus neeg; yuav tsum muaj ib tug neeg pab tus neeg mob ua tej ntaub ntawv; tej lus teb mas yuav tsum muab sau rau hauv ntawv tseg; thiab yuav tsum siv ib tug neeg coj nruab nrab ntug los daws tej teeb meem ntawd kom sai thiab ncaj nruab nrab ntug yog tias daws tsis tau qhov teeb meem. Cov tsev kho mob, cov kev pab tu neeg raws li txhais hauv Seem 7 uas feem ntau yog cov kev kho mob uas nyob hauv tsev kho mob, thiab cov chaw phais uas tsis yog pw kho mob nrog rau Seem 144.691 thiab ua raws li cov koom haum saib xyuas kev kho mob hauv Seem 62D.11 mas pom tias ua raws li qhov yuav tsum tau muaj ib daim ntawv uas sau tus txheej txheem daws kev tsis txaus siab uas siv rau hauv lub chaw.

18. Lus Sib Tham Ntawm Yus Tus Kheej

Cov neeg mob muaj txoj cai nrog ib tug neeg twg sib tham nyob hauv lub chaw tu neeg los sis nyob sab nraud raws nws siab nyiam li hauv lub xeev txoj cai Minnesota Commitment Act, tawm hauv lub chaw mus raws li lawv siab nyiam. Cov neeg mob yuav muaj cwj mem sau ntawv, ntawv sau, thiab nqi xa ntawv uas lawv mam li ua tus them rau cov no. Tej hnab ntawv yuav tsis pub leej twg lam qhib saib, tsuas yog thaum muaj tus kws kho mob daim ntawv nyob hauv phau

ntawv kho mob tso cai kheev rau neeg qhib saib mas thiaj tau. Yuav tsum muaj ib chav rau tus neeg mob tau sib tham nrog lwm tus neeg nyob hauv xov tooj uas tsis pub leej twg hnov tej lus tham. Cov chaw tu neeg uas tsis muaj tej chav li ntawd mas yuav tsum nrhiav kom tau ib chav sib tham kom zoo npaum yuav zoo tau rau tus neeg mob kom nws tham tau yam uas tsis muaj leej twg hnov. Txoj cai uas hais no mas tus neeg mob siv tau yog nws tseem meej pem li tus kws kho mob sau ntawv pom zoo. Tsis yog li mas, lub chaw tu neeg yuav ua kom raws li Tsab Cai Tiv Thaiv Cov Neeg Uas Lawv Pab Tsis Tau Lawv Tus Kheej (Vulnerable Adults Protection Act), Seem 626.557, Txheej me 14, Nqe (b), txoj cai no yuav muaj kev txwv kom cuag ncu.

19. Yam Khoom Uas Yog Yus Tug

Tus neeg mob muaj cai siv thiab khaws yam khoom uas yog nws tug tsuav yog muaj chaw txaus cia tej khoom, thiab tsis cuam tshuam rau lwm tus neeg txoj cai los sis tsis txhob muaj daim ntawv txwv tsis pub khaws tej khoom ntawd tsam muaj teeb meem raug mob rau neeg. Tej yam khoom uas ploj thiab muaj neeg nyiag lawm mas tsis muaj txoj cai yuam kom lub chaw tu neeg yuav tsum them koj.

20. Ua Hauj Lwm rau Lub Chaw

Yuav tsis pub cov neeg mob ua hauj lwm nyob hauv lub chaw tu neeg ntshe yog muaj ntaub ntawv tso cai tias tej ntawd yog ib txog kev kho uas tus kws kho mob tau sau cia rau hauv ntawv lawm mas thiaj li pub ua.

21. Txoj Kev Pab thiab Tiv Thaiv

Cov neeg mob muaj txoj cai kom yuav tsum muaj neeg ua hauj lwm pab nws thiab tiv thaiv nws txoj cai, thiab kom nws yuav tsum to taub txog tej yam uas tshwm sim ntawd rau nws. Txoj cai no mas yog muab lub sij hawm rau tus neeg mob nrog cov neeg ua num ntawm cov chaw pab neeg tau sib tham txog txoj kev lawv yuav pab nws.

22. Txoj Cai Yuav Tsum Cia Lwm Leej Neeg Nrog Tau Tus Neeg Mob Sib Tham

Thaum txais nkag rau hauv lub chaw, yuav muab ib lub sij hawm rau tus neeg mob los tso cai qhia tawm tias nws nyob hauv lub chaw rau cov neeg hu tuaj nrhiav nws thiab cov qhua uas xav nrog tus neeg mob tham, tshwj tsis yog tias nom tswv teb chaws txwv tsis pub kom lub chaw qhia tawm cov lus qhia txog tus neeg mob yam uas tsis tau tso cai rau cov neeg hu tuaj thiab cov qhuab, tus neeg mob, los sis tus neeg sawv cev rau tus neeg mob. Txog rau qhov uas ua tau, tus neeg saib xyuas tus neeg mob yuav tsum tau xav txog cov kev xav ntawm tus neeg mob hais txog kev qhia tawm tias nws nyob hauv lub chaw.

Tus neeg mob muaj txoj cai cia ib tug neeg uas tus neeg mob tau xaiv los sawv cev ua tus neeg saib xyuas txog kev kho mob tuaj xyuas nws raws li hauv tshooj 145C thiab txoj cai cia tus neeg uas tus neeg mob tau xaiv tuaj xyuas thiab txiav txim hauv cov kev kho mob raws li hauv nqe 22.

Thaum txais nkag rau hauv lub chaw, yuav muab ib lub sij hawm rau tus neeg mob los sis tus neeg sawv cev tus neeg mob, los xaiv ib tug neeg tsis txheeb ze los ua tus neeg mob tus txheeb ze txuas mus hais txog kev tuaj xyuas thiab kev txiav txim txog txoj kev kho mob. Daim ntawv xaiv neeg ntawd yuav tsum tau muab tso rau hauv tus neeg mob cov ntaub ntawv kho mob. Hais txog qhov txiav txim txog txoj kev kho mob, ib daim ntawv teev tseg txog kev kho mob los sis tus neeg uas tau xaiv los ua tus saib xyuas txog kev kho mob hauv tshooj 145C mas yeej qhov

kev xaiv uas ua hauv nqe no. Tus neeg mob los sis tus neeg mob tsev neeg yuav xaiv tau tus neeg tsis txheeb ze no.

**LWM COV CAI HAUV COV KEV PAB TU NEEG UAS MUAB KEV PAB KHO MOB
RAU COV NEEG TSIS TAU MUAJ HNUB NYOOG UAS QUAV YEEB QUAV TSHUAJ
LOS SIS MUAJ KEV NYUAB SIAB LOS SIS HAUV COV CHAW MUAB COV KEV PAB
RAU COV ME NYUAM UAS MUAJ TEEB MEEM TXOG KEV XAV UAS PAB 24 TEEV:**

23. Cais Nyob Ib Leeg thiab Pav Lub Cev

Tus neeg mob uas tsis tau muaj hnuv nyoog 18 xyoo raws li txhais nyob hauv Seem 7 mas yuav tsis pub leej twg cais nws thiab pav nws lub cev, ntshe yog tias thaum nws yuav ua rau nws tus kheej los sis lwm tus neeg raug mob mas thiaj li yuav txwv nws tau. Yuav siv tsis tau txoj cai no tswj tus neeg vim nws tsis mloog hais thiab tsis ua li tau qhia tseg rau nws, los sis kom muaj kev yooj yim rau cov neeg ua num. Yuav cais thiab yuav pav lub cev mas yuav tsum tau ntaub ntawv tso cai los ntawm tus kws kho mob los ua tus saib xyuas cov neeg mob. Tsuas pub qhov no thaum tswj tsis tau tus neeg lawm thiab tsuas pub ua lub sij hawm luv luv kawg nkaus xwb.

24. Npaj Txoj Kev Kho Mob

Tus me nyuam uas tsis tau muaj hnuv nyoog uas tuaj nyob rau ib lub chaw tu neeg raws li txhais nyob hauv Seem 7 mas yuav tsum muaj daim ntaub ntawv uas lawv tau npaj yuav kho nws tus mob, yuav pib txoj kev kho li cas thiab tus me nyuam siv lub caij nyoog ntev li cas kho tus mob nyob hauv lub chaw. Daim ntawv yuav tsum qhia saib thaum tus me nyuam mus tsev ne, nws lub chaw nyob yuav npaj li cas pab, txoj kev kho muaj li cas ntiv yuav tuaj pab nyob tom tsev. Yog ua tau mas, tej lus npaj tuav tswv yim no yuav tsum kom muaj niam txiv los sis tus neeg sawv cev nrog tuav tswv yim ntawm lub rooj sab laj.

**Muaj lus nug los yog lus tsis txaus siab txog txoj kev kho mob thiab Tus Neeg Mob Txoj
Cai no sau ntawv tau rau:**

Minnesota Pawg Tswj Xyuas Txog Kev Kho Mob (Minnesota Board of Medical Practice)

2829 University Ave. SE, Suite 400
Minneapolis, MN 55414-3246
Xov Tooj: (612) 617-2130
(800) 657-3709

Chav Fai Xyuas Cov Kev Tsis Txaus Txog Cov Chaw Tu Neeg (Office of Health Facility Complaints)

P.O. Box 64970
St. Paul, MN 55164-0970
Xov Tooj: (651) 201-4201
(800) 369-7994



Lus nug txog txoj kev tu neeg los sis tus neeg mob tsis tau zoo tiam sis lawv twb rho nws tawm no mas sau ntawv rau:

**Chaw Tshawb Xyuas Txog Kev Kho Mob Mus Ntev
(Ombudsman for Long-Term Care)**

PO Box 64971

St. Paul, MN 55164-0971

Xov Tooj: (800) 657-3591 los sis

(651) 431-2555 (hauv nroog)

Cov ntaub ntawv no tsim los ntawm Minnesota Kev Sib Koom Tes Ntawm Tsev Kho Mob thiab Kev Kho Mob (Minnesota Hospital and Healthcare Partnership). Minnesota Tuam Tsev Xyuas Txog Kev Noj Qab Haus Huv (Minnesota Department of Health) yog cov muab nyiaj txiag txhais cov lus no. Xav paub ntxiv txog cov lus txhais no, hu tau rau Minnesota Tuam Tsev Xyuas Txog Kev Noj Qab Haus Huv ntawm (651) 201-3701.

