# Koj/koj tus menyuam muaj txoj cai raws li nram no:

## Cov kev cai

Muaj cai tau kev kho mob txawm tias txawv hais neeg, cev nqaij txawv, neeg txawv teb chaw, poj yawj koob txawv, kev ntseeg, poj niam los txiv neej, muaj poj niam/txiv lossis muaj, hnub nyoog, (raws li hauv kev qhia), xiamhoobqhab, lossis qhov kev pab them nqi.

Tau txais daim ntawv luam qhia txog tus Neeg Mob/Tsev Neeg Kev Muaj Cai thiab Feem Lavphibxauj. Yog koj nyeem tsis tau thiab tsis to taub, muaj neeg yuav txhais thiab piav qhia rau koj.

Tau txais kev kho mob ncaj ncee, navthwm thiab saib xyuas zoo. Kev pab no yuav pab rau koj lossis koj tus menyuam kom zoo thiab raws li hnub nyoob ntawm koj thiab tus menyuam.

Kom hwm txog koj txoj kev ntseeg, kab lig kev cai, thiab lwm yam koj xav tau uas muaj nqi.

Nyob qhov chaw uas zoo tsis muaj teeb meem, thiab kev tsim txom rau koj.

Tham tej kev txhawj xeeb, kev tsis ncaj nceeg thiab lwm yam rau cov saib xyuas thiab cov kws kho mob. Yog teb tsis tas koj cov lus nug, los lwm yam, koj hu xovtooj mus rau Hospital's Ethics Advisory Committee.

## Ntawv tso cai muaj tus sawv cev

Ua ntaub ntawv tso cai muaj tus sawv cev rau koj yog koj muaj 18 xyoo los sis tshaj saud. Qhov no txhias tias koj muaj cai cia ib tus neeg txiav txim siab rau koj yog hais tais ib hnub twg koj tsis muaj cuab kav txiav txim siab tau koj tus kheej lawm.

Koj muaj cai tau txais kev kho mob txawm hais tias koj tau lossis tsis tau ua ntaub ntawv tso cai rau leej twg ua tus sawv.

## Kev ceev ntaub ntawv thiab tsis pub tawm

Koj muaj txoj cai npog txwv tsis pub leeg twg paub txog koj cov ntawv kho mob, kev kho koj, thiab ib ncig ntawm koj nyob.

Koj muaj txoj cai txwv tsis pub leeg twg paub txog cov lus cev thiab koj cov ntaub ntawv uas kho/tu koj.

Nyob rau hauv ntawv kho mob thiab kev ncaj ncee HIPAA, koj muaj cai raws li nram no:

- Tau txais daim ntawv luam uas qhia txog peb txoj kev cai ceev ntaub ntawv lub sij hawm ua ntej koj cuv npe.
- Txwv tsis pub tus neeg mob cov ntaub ntawv hauv phau ntawv sau cov neeg mob npe (directory) qhib tawm.
- Hais kom tsev kho mob siv koj tej ntaub ntawv kho mob li uas hais nyob hauv tsab cai kev ceev ntaub
- Paub txog seb koj cov ntaub ntawv kho mob ho muab siv li cas thiab muaj npaum cas uas twb muab qhia tawv raws li kev cai hauv xeev thiab tsoomfwv qib siab (state los federal).
- Muaj txoj cai xyuas tau koj cov ntaub ntawv kho mob thiab luam ib daim tseg rau koj raws li peb txoj cai.
- Muaj cai hais txwv tsis pub muab koj tej ntaub ntawv kho mob qhia tawm, yog tsi khuam rau kev them nuj nqi, kev kho mob, thiab kev khiav hauj lwm hauv tsev kho mob xwb no thiaj li tau.
- Txwv tsis pub neeg tuaj xyuas koj raws li txoj cai. Qhov nov nws tsis xam cov neeg uas saib xyuas lossis tu koj thiab koj tus menyuam.
- Hais koj ntxiv lossis kho koj cov ntaub ntawv kho mob yog koj pom tias cov ntaub ntawv tsis tiav lossis yuam kev.
- Tsis koom tes nrog ib yam dabtsis hais txog kev nrhiav nyiaj thiab lag luam.
- Foob/ua ntawv tsis txaus siab rau tsev kho mob tus tub ceevxwm txoj cai ceev ntaub ntawv lossis rau Department Health and Human Services, yog koj ntseeg tau tias lawv yuam cai ua txhaum rau koj lawm.

Foob/ua ntawv tsis txaus siab txog ib yam dabtsis ntawm peb kev qhia/siv ntaub ntawv kho mob rau peb lossis Department of Health and Human Services of the United States. Koj foob tuaj rau cov chaw nram no:

**Children's Hospital and Health System Privacy Officer**
**MS 940**
**PO Box 1997**
**Milwaukee, WI 53201-1997**
**lossis tus xovtooj (414) 266-1773**

**Chicago Office**
**Office of Civil Rights**
**U.S. Department of Education**
**Citigroup Center**
**500 W Madison St., Suite 1475**
**Chicago, IL 60661**
**lossis tus xovtooj (312) 730-1560**

## Kev txiav txim siab thiab kev tso cai

Ua ntej ua kws kho mob yuav pab kho koj lossis soj ntsuam tias yuav npaj kho li cas, koj muaj cai kom nws yuav tsum tau piav kom koj to taub zoo thiaj paub tso cai kho tau. Hos, yog nyob hauv emergencies ces tsis tag piav kom to taub zoo los kuj tso cai kho tau. Koj tus menyuam los tau kev tso cai ntawm nws yog tias nws paub tab txaus. Hos, yog nyob hauv emergencies ces tsis tag piav kom to taub zoo los kuj tso cai kho tau.

Cov kev koj xav tau kom kho los pab thiab ntaub ntawv nyob rau hauv tsev kho mob loj luag yuav ua tau raws li ;luag txoj cai thiab kev muaj cuab kav pab xwb.

## Kev koom tes ntawm txoj kev kho

Ua ntej yuav txiav txim siab kho, koj muaj cai yuav tsum paub txog tag nrho cov ntaub ntawv txog koj lossis koj tus menyuam tej mob yog li cas, kev kuaj, kev kho mus li cas, kab mob phem thiab kev qhia tu tus kheej li cas. Koj muaj cai kom kws kho mob piav meej meej tag nrho cov kev kho seb kho tag yuav zoo li cas, thiab tej yam uas ho yuav tshimsim muaj.

Muaj cai paub hais tias leej twg yog tus siab xyuas lavphijxauj koj thiab koj tus menyuam tej kev kho mob.

Thaum koj tawm hauv tsev kho mob loj los tsev koj tus kws kho mob yuav tsum qhiav seb yuav ua li cas ntxiv.

Muaj cai tau txais ntaub ntawv qhia txog kev pab tshwjxeeb, xws li kev pab muaj tus sawv cev saib xyuas, kev pab/khiav txhawb ntaub ntawv, kev pdtivthaiv menyuam lossis cov neeg laus.

Muaj cai hais koj tsev kho mob hu qhia rau koj tus kws kho mob lossis koj ib tus txheeb ze paub thaum koj mus pw hauv tsev kho mob.

Paub txog cov npe thiab cov kws kho mob kev kawm txawj uas pab kho koj thiab koj tus menyuam.

Muaj cai tsis kam tso cai kho yog tsis raws li txoj cai hais. Koj muaj txoj cai paub txog tias yuav raug li cas yog tsis kho thiab tus mob yuav xaus li cas.

Mus ntsib cov kws kho mob tshwjxeeb ntawm koj tuskheej thiab them nqi.

Hloov tau mus rau lwm lub tsev kho mob loj yeej tau, yog hais tias peb pab kho tsis tau koj thiab koj tus menyuam yam mob. Hloov nyob qhov twg los yeej tau tsum tsis yog nyob rau hauv emergency xwb. Thaum hloov yuav muaj kev qhia kom paub meej thiab kev pab tus siab xyuas mus ntxiv li cas . Yog yuav hloov rau lwm qhov chaw nws yuav tsum yog tus kws kho mob tso cai thiab muaj tshuaj kho tau thiaj li hloov tau.

## Kev kawm/tshawb nrhiav

Muaj cai paub txog tej kev tshawb nrhiav lossis kev kawm uas muaj feem los cuam tshuam rau koj lossis koj tus nyuam txoj kev kho. Koj muaj txoj cai tsis kam koom tes thiab tsis tso cai rau tej kev kawm tshawb nrhiav no.

## Kev noj/txhaj tshuaj pab rau qhov mob

Muaj cai tau txais kev kho tswj qhov mob. Qhov no xam tej ntaub ntawv uas qhia txog tias yuav ua li cas es thiaj li tsis mob heev thiab muab yam tshuaj ab tsi ntxiv uas tsis muaj teebmeem los rau qho kev mob.

Tau txais kev muab tshuaj tswj qhov mob raws sijhawm, cov tshuaj haum rau lub hnub nyoog, thiab sai li uas xav tau los ntawm cov neeg kho mob hauv tsev kho mob, thiab yuav pab koj kev txiav txim siab seb yuav muab tshuaj li cas tswj koj lossis koj tus menyuam qhov mob.

## Kev tswj lub cev kom tus/zoo

Muaj kev ywjpheej tsis pub cia nyob ib leeg, kaw lossis pav tswj cia uas tsis yog kev pab kho mob thiab tsis pab koj lossis koj tus menyuam kom nyob zoo. Tej kev tswj no ruas yog siv rau cov neeg muaj mob hnyav thiab cov neeg raug phais uas tsimnyog thiab raws li txoj cai.

## Kev pab them nuj nqi

Saib thiab tau txais koj daim ntawv piav txog koj cov nqi kho mob txawm tias yuav yog leej twg ua tus them. Tau txais tej ntaub ntawv uas qhia txog cov kev pab los them nuj nqi, yog koj xav tau nas.

## Muaj cai hais koj kev tsis txaus siab

Hais tawm koj tej kev txhawjxeeb lossis tsis txaus siab. Koj thiab koj tus menyuam yuav tau txais kev pab txawm hais tias koj ho tau ua ntawv tsis txaus siab lawm.

## Kev tsis txaus siab

Tus neeg sawv cev cov neeg mob lossis tus nais saib xyuas haujlwm muaj nyob ntsoov yuav pab koj yog koj muaj kev txhawjxeeb dabtsis thiab tsis txaus siab. Hu tus uas sawv cev ntawm cov neeg mob ntawm (414) 266-2800.

## Txoj kev taug hais kev tsis txaus

Yog koj tham nrog tus sawv cev cov neeg mob es nws ho pab tsis tau koj lossis koj txiav txim siab hla kauj ruam no ces koj muaj txoj cai ua ntawv tsis txaus siab tso cia rau hauv lub tsev kho mob raws li cov qib lus nram qab no:

1) Ua ntaub ntawv hais koj kev tsis txaus siab lossis ua lus hais xwb rau lub tsev kho mob.
2) Lub tsev kho mob yuav tsum teem ib lub sij hawm seb yuav ntev npaum li cas los tshawb nrhiav thiab teb rov qab rau koj.
3) Lub tsev kho mob yuav tsum ua daim ntawv teb qhia rau koj txog lawv kev txiav txim siab uas muaj xws li: cov nram no:

- Tus neeg tijtauj nyob hauv tsev kho mob lub npe.
- Tej yam uas tau soj ntsuam sawv cev tus neeg mob txog nws qhov kev tsis txaus siab.
- Qhia seb kev soj ntsuam xam pom li cas tiag.
- Hnub ua qhov kev soj ntsuam tiav tag.

Qhov kev tsis txaus siab rau kev kho/tu mob tsis zoo, kev tsuaj ntseg lossis kev lam tso neeg mob tawm tsev kho mob yog tus thawj uas muaj feem saib xyuas yuav ua tus soj ntsuam kom raws li sijhawm. Yog hais tias tej kev pab saud no ho daws tsis tau ces koj ua tau ntawv tsis txaus saib mus rau qhov chaw nyob nram qab no:

**Department of Health Services**
**Division of Quality Assurance**
**PO Box 2969**
**Madison, WI 53701-2969**
**Phone (800) 642-6552**
**Fax (608) 267-0352**
**E-mail dhswebmaildqa@wisconsin.gov**

**Lossis**

**Office of Quality Monitoring –**
**The Joint Commission**
**One Renaissance Blvd.**
**Oakbrook Terrace, IL 60181**
**Phone (800) 994-6610**
**Fax (630) 792-5636**
**E-mail complaint@jointcommission.org**

## Koj/koj tusmenyuam muaj feem lav rau:

- Qhia tseeb thiab qhia meej txog keeb kwm kab mob kev nkeeg thiab kev kho mob uas muaj yav.tag los, tsis hais yam ua muaj lossis yam uas xav tias muaj xwb.
- Hais qhia kws kho mob lossis tus saib xyuas yog tias koj tsis tau taub txog kev kho mob rau koj lossis koj tus menyuam ib qho twg.
- Koom teg pab nrog rau cov kev kho kom tseg rau koj lossis koj tus menyuam uas koj twb tau leeg tias yuav ua.
- Ua raws li cov kev kho kom tseg thiab tej kev qhia ntawm cov nasmaum thiab lwm cov neeg kho mob.
- Them cov nqi kho mob.
- Ua raws li tsev kho mob tej kev cai ua cuam tshuam rau koj thiab koj tus cwj pwm.
- Saib taug lwm tus neeg mob , lawv tsev neeg, cov neeg ua haujlwm kho mob thiab tsev kho mob tej khoom, xws li tsis xob ua suab nrov, haus luam yeeb, ua lwm yam kev kub ntxhov lossis kev phem tsis zoo.

Yog tias koj txhawj txog tsam yuav raug mob lossis muaj tswvyim los pab txhim kho tej yam kom zoo ntxiv uas tsi maj ceev kho thiab xav kaw suab tseg rau hauvxovtooj, hu (414) 266-2273, losis hu dawb (800) 809-7646. Thiab koj ho mus siv tau peb lub Web site ntawm www.chw.org (Children's Hospital of Wisconsin, Contact Us, Report a Safety Concern).

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**Children's Hospital of Wisconsin**
**PO Box 1997**
**Milwaukee, WI 53201-1997**
**www.chw.org**

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# Tus neeg mob/Tsev neeg Cov kev cais thiab Kev lavphijx