

Thank you for choosing WVU Medicine Jackson General Hospital

Dear Friend,

Sometimes our bodies, and our health, can be unpredictable, making home or outpatient care inadequate for every health condition. Because of that, we are honored and thankful that you chose WVU Medicine Jackson General Hospital (JGH) to take care of you during your illness. Being a healthcare provider is a high-calling and I am very proud of the care provided by our team of physicians, nurses, ancillary clinicians, and support staff.

As a WVU Medicine entity, our mission is to improve the health of West Virginians and all we serve through excellence in patient care, research, and education. High standards of behavior are expected of all individuals at JGH to not only fulfill our mission, but to achieve our vision - to transform lives, eliminate health disparities, and be the healthcare provider of choice in our community - as well as to promote excellence. We pledge to provide your care with the following standards of behavior:

- **Compassion** - We treat all individuals with empathy and respect.
- **Communication** - We interact effectively with patients, families, and employees.
- **Commitment** - We take responsibility for our actions, decisions, and performance.
- **Competence** - We increase our knowledge and expertise to provide the highest standards of care.

You are very important to us, and it is a top priority to do everything possible to ensure your comfort and well-being during your stay, so please be encouraged to be an active participant in all decisions related to your healthcare. If your expectations are not met at any time during your stay, please be sure to let us know, so we can resolve any issues as quickly as possible. Assuredly, WE are here to serve YOU and your feedback is desired and important! My contact information is listed below if you ever need to speak with me personally.

Best wishes and prayers for a speedy recovery - and much appreciation for choosing WVU Medicine Jackson General Hospital!

Yours in service,



Stephanie McCoy
President/CEO
304-373-1475

Understanding & Accessing Your Bedside Shift Report

To our Patients:

Jackson General Hospital nursing staff conducts “Bedside Report” in order to keep you better informed about your plan of care. During the report, the team of nurses will discuss your medications, plan of care, tests, and progress during your stay. Bedside reporting involves the nurses reporting to each other about you in your presence at each shift change. This is to ensure proper communication of your important information and to introduce you to your new nurse.

In the event that you have visitors and do not want your information discussed openly in front of them, please let us know so we are able to maintain your confidential information during your stay. We will then ask if your visitors could wait outside the room until bedside report is completed.

If you are asleep when it is time for your bedside report, the nurse(s) will “check” on you and speak softly while giving report to minimize any disturbance to assist with your ability to rest.

The nursing staff is aware that bedside reporting is beneficial to you, our valued patient. It also allows you to be involved in your care, and staff to have effective communication in the handoff of your care during your stay at Jackson General Hospital. We strive to provide you with excellent care during your stay.

For your privacy, we will issue a personal identification number. Please share this number with any person you wish to receive information regarding your condition. The hospital staff are happy to provide information and updates to them if they provide the PIN at the time of inquiry.

YOUR PIN NUMBER:_____

The direct line to our Medical Surgical Unit is 304-373-1520

You may provide the above numbers to your family or friends during your stay to inquire about your care.

Respectfully,

Your Care Team
Jackson General Hospital
122 Pinnell Street
Ripley, WV 25271



Welcome to WVU Medicine Jackson General Hospital

Mission

“Saving lives, changing lives, with quality healthcare, one family at a time.”

Vision

“Through excellence, WVU Medicine Jackson General Hospital will be our community’s healthcare provider of choice.”

Core Values

P - Pursuit of excellence

R - Respect

I - Integrity

D - Deliver quality care

E - Expect safety

Because your experience is always important for us to achieve excellence, please expect a patient satisfaction survey in the mail asking about your experience during this hospital stay. Your input is very important to us and we appreciate your participation!



GENERAL INFORMATION

Your Hospital Room

Each room is equipped with a nurse-call system, telephone, television, and wireless internet at no extra charge. Your room will be a clean and comfortable place for you and your visitors. If you have concerns regarding the cleanliness of your room, or if you find that your TV, bed, lights, or other features of your room do not work properly, please let us know so that we can help.

Telephone Service

Telephones are provided free of charge in patient rooms. Family and friends may call you from outside the hospital by dialing the 10-digit phone number provided to you on the white board in your room.

Television (TV)

Each hospital room is equipped with cable television. A list of available channels can be provided to you. Please set your television volume at a comfortable hearing level so as not to disturb other patients. For deaf or hard of hearing, all TV's are equipped with closed captioning capabilities.

Personal Belongings

WVU Medicine Jackson General Hospital cannot be responsible for valuables or personal items such as hearing aids, dentures, and eyeglasses. We ask that you leave your wallet, jewelry, and other valuables at home or with a friend or family member. Another option is to check

your valuables with the nurse - they will place a detailed receipt of your valuables in your chart and your valuables will be placed in a safe until your discharge. Jackson General Hospital **is not responsible** for the loss of any valuables.

Smoking/Tobacco

Jackson General Hospital recognizes that the use of tobacco products is detrimental to your health. Accordingly, JGH does not allow, condone, or assist with patient smoking habits while you are a patient at our facility. It is this facility's expectation that you will not smoke. We are happy to provide educational materials to assist you in quitting. Ask your nurse if you desire additional information.

Wi-Fi Access

We provide free wireless network (Wi-Fi) for our patients and visitors. If you have a smartphone, tablet, laptop, or other type of Wi-Fi capable device, you should see "FriendsConnect" in your list of networks.

Using your wireless settings, select "FriendsConnect" from the list of available Wi-Fi networks and choose to connect. No password is required.

The "Acceptable Use Policy" will pop up automatically. Choose "accept" if you agree to these terms. After you agree, you will automatically be redirected to the hospital website and you are free to browse the web.

Patient Portal

View your test results, health information, upcoming appointments, pay your bill and more conveniently online with MyWVUChart. Visit MyWVUChart.com to request your activation code. You will have 30 days to activate your account before your temporary code expires.

To obtain access to a family member's chart, (including children up to age 18), please request access in person, with the patient, during your next clinic appointment or at any Health Information Department, to obtain the necessary signatures.

Spiritual Support

Jackson General Hospital is glad to accommodate your need for pastoral care and other spiritual services. The hospital may provide a list of clergy who would be willing to visit with patients. Patients may also seek to have pastoral services from other clergy of their own choosing. Please let us know how we can assist you.

Organ Donation

As part of a national effort to increase awareness of the need for organ and tissue donations, the Center for Organ Recovery and Education (CORE) may ask patients or their family members if they would be willing to serve as an organ and tissue donor. If you have any questions about becoming an organ or tissue donor, contact CORE at 1-800-DONORS-7 or visit www.core.org.

What is a Hospitalist?

While you are in the hospital, your care will be provided by one or more of WVU Medicine Jackson General Hospital's hospitalists. Hospitalist is the term used for doctors who specialize in the care of patients in the hospital. The hospitalist may consult with your primary care physician (PCP) about your care and we will coordinate your hospital follow up with your PCP.

Discharge Planning

Jackson General Hospital is committed to making sure your healthcare needs are met from admission through discharge. Our discharge planning team will assess patient needs on admission and will continue to work with you and your physician throughout your stay. Discharge Planners/Case Managers are available to help you and your family plan and arrange for services you may need after you leave the hospital. They will work with public and private agencies to help you obtain medical equipment, nursing home placement, "Meals on Wheels", home health services, and information about other available resources in the community. You can contact the Case Management Department by calling 304-372-2731 and using extensions 1504 or 1505.

Advance Directives

You have the right to give directions to your family and healthcare providers about the healthcare you would want in your future if you become unable to make decisions for yourself. These directions are best given in written documents called "Advanced Directives."

West Virginia has two forms of written Advance Directives recognized by state law - Medical Power of Attorney and Living Will. A Medical Power of Attorney tells your doctor whom you want to make healthcare decisions for you if you could not make them yourself. A Living Will tells your doctor what treatments you would want if you were dying and allows you to give specific instruction to your doctor about your healthcare.

If you have not already completed one or both of these documents, we encourage you to consider doing so. If you would like assistance, please let us know and we can arrange for you to receive help completing these forms.

QUALITY CARE - WE NEED YOU!

In an effort to increase and maintain quality patient care, please remember to fill out and return the Hospital Consumer Assessment of Healthcare Providers (HCAHPS) survey that will be mailed to you following your discharge from the hospital. Please share feedback about your stay with us. Your input is very important and we appreciate your participation!



VISITOR INFORMATION

Visiting Hours

WVU Medicine Jackson General Hospital welcomes visitors. Family and close friends can play an important part in the recovery and healing process of patients, by providing a touch of home, encouragement, and support. We observe an open visitation policy, which allows guests to visit with patients any time throughout the day with the expressed consent of the patient and the healthcare team. Please let us know your preferences regarding visitors. Arrangements for overnight visitors may be made by contacting a nurse on your unit.

We ask that visitors please respect the privacy, comfort and safety of all patients and observe the following:

- Be free from illness, such as colds/flu
- Ensure that children are accompanied by an adult while visiting
- Adhere to hand hygiene and infection control guidelines

Restrooms

Restrooms for visitors are located near each patient care area. Visitors should not use the restrooms in patient rooms.

Cafeteria

The cafeteria offers visitors a full selection of hot and cold foods. The cafeteria is located along the main hallway toward the front of the hospital. A menu board is posted at the entrance to the cafeteria.

Cafeteria Hours

Lunch 11:00 a.m. - 1:30 p.m.

Dinner 4:30 p.m. - 6:00 p.m.

Vending machines are also located in the hallway past the cafeteria and are available 24 hours a day.



PAIN MANAGEMENT

Numerical Pain Scale

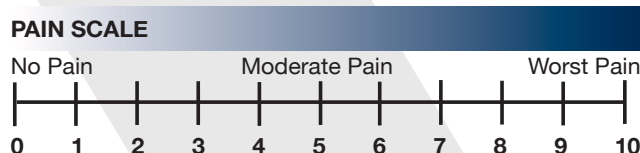
Physical pain is a sensation of discomfort, suffering, or distress in a particular part of the body. It is a normal function of our nervous system to let us know when something isn't right. As a patient, you have a right to have your pain treated. Be sure to communicate with your health care provider concerning your pain, so that you can have a more satisfactory outcome of pain control and a better healing process. Share your successes and concerns with your healthcare team.

Your healthcare team will ask you to rate your pain on a 0-10 scale, 10 being the most painful (see charts below). In some cases, this scale may be modified to meet a patient's needs. You may also be asked the following details about your pain:

- location
- when it started
- type of feeling or sensation
- what makes it feel better or worse

Numerical Pain Scale

Intensity of pain can be measured by using a pain scale. On a pain scale of 0-10, 0 means no pain and 10 is the worst pain possible. Assigning your pain intensity to a number assists the healthcare providers in determining which method of pain control is best for you and then measures how effective the method of pain control is working to reduce or control your pain.



Wong-Baker Faces Pain Rating Scale

Designed for people ages three years and older, the Wong-Baker Faces Pain Rating Scale is also helpful for patients who may be cognitively impaired.



Patients Bill of Rights

WVU Medicine Jackson General Hospital has developed a “Patient’s Bill of Rights” with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, physician, and the hospital organization.

1. The patient has the right to considerate and respectful care, including the right to be free from all forms of abuse or harassment. The patient has the right to receive care in a safe setting.
2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.
3. To know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees.
4. To know the immediate and long-term financial implications of treatment choices, insofar as they are known. The patient has the right to be informed of the hospital’s charges for services and available payment methods.
5. To make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transferred to another hospital. The hospital should notify patients of any policy that might affect patient choice within the institution.
6. To have an advanced directive (such as a living will or medical power of attorney) concerning treatments or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy for “Advanced Directives for Health Care”. Healthcare institution must advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advanced directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.
7. To every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted to protect each patient’s privacy.
8. To confidentiality. Patients can expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
9. To review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
10. To expect that, within its capacity and policies, the hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.

Patient Rights CONTINUED

11. To ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
12. To consent or decline participation in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
13. To expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
14. To be informed of hospital policies and practices that relate to patient care, treatments and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts such as ethics committees, patient representatives, or other mechanisms available in the institution.
15. To be informed of hospital's charges for services and available payment methods.
16. To be free from any form of restraints or seclusion that is not medically necessary or that is used as a means of coercion, discipline, convenience or retaliation of staff.
17. To effective communication with the use of skilled interpreters and personnel skilled in communicating with vision and hearing impaired individuals as needed.
18. To have his or her cultural, psychological, spiritual, and personal values, beliefs and preferences respected.
19. To confidentiality of his or her medical records.
20. To access information contained in his or her clinical records within a reasonable time as defined by hospital policy.

These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

Children's Bill of Rights

WVU Medicine Jackson General Hospital recognizes that due to age and dependency, children (neonate through adolescents) have additional needs. To the extent that they do not conflict with other JGH policies, regulatory or legal constraints, or steps necessary from time to time to ensure JGH's financial viability, the Children's Bill of Rights set forth as follows is applicable:

1. Children have the right to be respected as unique individuals and be members of the family regardless of needs complicated by hospitalization.
2. To establish/maintain parent-child relationships including 24-hour visitation/rooming in with their parents unless such visitation interferes with safety and recovery.
3. To communicate and/or visit with siblings unless visitation interferes with safety and recovery.
4. To receive age and developmentally appropriate care that includes space, equipment and programs for the wide range of play and social activities essential to growth and development.
5. To already established supportive home patterns of interactions and routines.
6. Children have the right, in absence of their parents, to have consistent emotional support and nurturing care.
7. To be treated in an atmosphere or environment, which supports the individual's ethnic, cultural, and developmental needs.

Children's Bill of Rights CONTINUED

8. To receive care from professionals skilled in assessing emotional, physical, developmental and academic needs.
9. Children's families have the right to assistance concerning finances, housing, and coping needs during hospitalization.

Recognizing children are often unable to voice their needs or assert their rights as individuals, WVU Medicine Jackson General Hospital acknowledges the parent's responsibility to represent the child in decisions and strives to support autonomy, and competence of the family. In the event the physician believes a parent or guardian's decision seriously endangers the child's health or safety, JGH will pursue avenues necessary for a resolution that protects the child.

Patient Responsibilities

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

1. Patients are responsible for providing information about past illnesses, hospitalizations, medications, and other matters related to health status.
2. To participate effectively in decision-making, the patient must be encouraged to take responsibility for requesting additional information or clarification about his or her health status or treatment when they do not fully understand information or instructions.
3. Patients are responsible for ensuring that hospital has a copy of their written advance directive (such as a living will or medical power of attorney) if they have one.
4. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment. The patient should be aware of hospital's obligations to be reasonably efficient and equitable in providing care to other patients and the community. Hospital rules and regulations are designed to help the hospital meet its obligations.
5. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff, and hospital employees.
6. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements when necessary.
7. A person's health depends on much more than health care services. The patient is responsible for recognizing the impact of their life-style on their personal health.

Patient Complaint

If you have concerns regarding your safety or have quality related issues, you may call:

- **Shift Supervisor - 304-532-0675**
- **Director of Risk Management/Patient Safety - 304-373-1508**

If we do not respond to your complaint sufficiently or if you are dissatisfied for another reason, you may report the violation to the Office of Health Facility Licensure and Certification - **1-800-442-2888**.

Reports of concerns and grievances are encouraged without fear of retaliation from staff.

Presentation of a complaint does not compromise a patient's future access to care.

Advance Directives: Medical Power of Attorney and Living Will

Patients have the right to formulate advanced directives and to appoint a designated representative to make health care decisions on behalf of the patient, or to have previously written advance directives honored by medical personnel.

West Virginia law recognizes two types of written advance directives for health care decision-making: the Medical Power of Attorney and the Living Will.

WVU Medicine Jackson General Hospital recognizes your rights in health care decision-making; therefore, it is our policy that your advance directives be respectfully honored within the limits of the law, the hospital's capacity and capability to treat, and the hospital's mission and philosophy. The hospital is further dedicated to providing you, upon request, information about creating, revising and revoking advance directives. If you have not created an advance directive, you may find it helpful to discuss your health care preferences and options with your family, friends, doctor, or religious counselor. If you have already created an advance directive, the hospital asks that you present a copy to the nursing staff on your unit.

Please tell your nurse if you would like to receive information about advance directives or assistance with completing the legal forms.

Patient Safety

We always want to provide excellent care and keep you safe. For your comfort and safety, do we:

- Verify your identification by asking your name and birth date and look at your armband?
- Wash or sanitize our hands before providing any care or service to you?
- Tell you about medicine or treatment we are about to give?
- Assess you for risk of falling and tell you and your family why that is important and how to keep from falling?

Infection Control Measures During Your Stay

- The need for isolation precautions will be determined upon admission according to your condition, and information will be discussed with you and your family by the healthcare provider.
- Hand hygiene is practiced by all healthcare providers before and after your care.
(You are encouraged to **SPEAK UP** if the healthcare provider does not demonstrate hand hygiene).

To help fight the spread of infection, here are 5 easy things you can do:

1. Wash your hands frequently.
2. Make sure your healthcare providers clean their hands and wear gloves, if appropriate.
3. Cover your mouth and nose when you sneeze or cough.
4. If you are sick, avoid close contact with others.
5. Make sure your vaccinations are current — even for adults.

Protecting Your Privacy

The employees at WVU Medicine Jackson General Hospital are committed to protecting your privacy. Federal and State laws ensure the confidentiality of your health information. JGH adheres to these laws, as well as Privacy Practices developed by the hospital. Staff and volunteers at JGH are trained on the importance of patient privacy and what their specific duties are under the hospital's Privacy Practices. A Notice of Privacy Practices is available for you to view. This notice provides specific information regarding how your health information can be used or disclosed.

Patient Safety CONTINUED

Medications

Understanding your medication is vital to your health. If everyone takes an active role in safe medication delivery, fewer errors will result, and patients will be more informed healthcare consumers.

Staff carefully dispense medications and follow safety guidelines. But it is very important that parents, family members, or caregivers, as well as the patient, take responsibility for safe medication use.

Teamwork is essential. Please provide your caregivers with a list of all the medicines you have been using at home (better yet, have medications in their containers with you). This includes over-the-counter medicines, dietary supplements, vitamins, and herbs. If you have allergies, let us know so that you can avoid drastic reactions to any new medicines that might be prescribed.

Home Medications

For the safety of all patients all medications brought into the hospital (after being checked by the admission nurse) should be sent home with a family member or caregiver if possible, with the exception of those that are unavailable from the Inpatient Pharmacy and are needed during the patient's hospital stay. Some examples are birth control and medications from specialty pharmacies.

Patient's medications that cannot be sent home must be stored in the Inpatient Pharmacy. A nurse will secure the medications in a secure bag, which will then be sent to the pharmacy for identification, storage, and/or dispensing. You will be asked to sign a copy of the form detailing the medications sent to the pharmacy.

Medications stored in the Pharmacy will be returned at the time of discharge. A nurse will contact Pharmacy staff members to tell them about the discharge. You will be asked to sign a copy stating the medications were returned to you.

To prevent adverse events during your surgery, staff will:

- Use two individual identifiers (i.e. birth date and name).
- Mark the surgical site and do a "time out" to ensure that the surgeon does the right surgery on the right body part on the right person.
- Take measures to prevent infections (hand hygiene, preoperative antibiotics, and a special preoperative shower, if ordered by your physician).

Fall Prevention Program

A fall risk assessment is completed on every patient admitted to the hospital. Since studies have shown that some patients are at greater risk for a fall, patients who have been deemed fall risk for falling will be given specially colored non-skid footies, a yellow armband and education on preventing falls.

How to Call for Assistance

If you need immediate attention or assistance, please use the call button and a member of the nursing staff will respond.

Identification Bracelets

Identification bracelets should not be removed during a hospital stay. Bracelets contain important patient information vital to patient treatment and safety.

MyWVUChart

Now you can view your health information and communicate with your WVU Medicine healthcare team online!
/ MyWVUChart.com

All you need is internet access and e-mail.

- View test results
- Request medication renewals
- Communicate securely with your medical care team
- Access and download your health information
- View and pay your bill
- Access many MyWVUChart features via the mobile app
- Appointment alerts available



To Use MyWVU Chart

Request an activation code online at MyWVUChart.com. You will have 30 days to activate your account before your temporary code expires.

To obtain access to a family member's chart, (including children up to age 18), please request access in person, with the patient, during your next clinic appointment or at any Health Information Department, to obtain the necessary signatures.

Technical Support

Email / MyWVUChart@wvumedicine.org

Toll-Free Support Line / 866.982.4278

For complete terms and conditions, please visit jacksongeneral.com.

Urgent Medical Matters

MyWVUChart is not intended for sending messages requiring urgent attention. For urgent medical matters, contact your doctor's office by phone. **If you have a medical emergency, dial 911.**

MyWVUChart Mobile App is free and available for Apple and Android mobile devices. Download the MYCHART app and configure with our WVU Medicine location zip code 26101.

Notice of Compliance with the West Virginia Opioid Reduction Act

The Opioid Reduction Act (WV Senate Bill 273) went into effect June 7, 2018. Jackson General Hospital and all physicians who provide care to our patients will comply with the standards of this West Virginia State Law. As a result of these requirements, you will experience some changes in the way Opioids and other controlled medications are prescribed. These changes include, but are not limited to:

- Prescriptions written for Opioids
 - Emergency Physicians will only prescribe a 1-4 day supply for adults, 1-3 days for minors
 - Hospitalists will only prescribe a 1-7 day supply
 - Surgeons will only prescribe a 1-7 day initial supply, and will evaluate you further for continued pain control
- The prescribing Physician will be checking the Controlled Substance Monitoring Program Database to verify that you are not receiving Opioids from another physician.
- Please discuss all further pain management needs with your Primary Care Physician who may recommend alternative options for pain management (Pain Management Clinic, physical therapy, chiropractic, etc.)
 - Ongoing pain management will require a Narcotics Contract with your Primary Care Physician.

Notice of Non-Discrimination

Jackson General Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. Jackson General Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Jackson General Hospital:

Provides free aids and services to people with disabilities to communicate effectively with us:

- Qualified sign language interpreting service
- Written information in other formats (large print, verbal)

Provides free language services to people whose primary language is not English, such as:

- Qualified language interpreting service

If you need these services, notify any staff member for assistance, or contact the Patient Advocate or Director of Risk Management directly.

If you believe that WVU Medicine Jackson General Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with:

Kim Sams, Patient Advocate & Director of Risk Management
122 Pinnell Street
Ripley, WV, 25271
304-373-1508
kimberly.izold.m@wvumedicine.org

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

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Language Assistance Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-304-596-5110.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-304-596-5110。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-304-596-5110.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-304-596-5110.

يـ المجـان لـك تـ توافـر الـ لغويـة الـ مـساعـدة خـدماـت فـ إن الـ لغة، انكـر تـ تحدـث كـ نـت إذا بـمـلحوظة 1-304-596-5110 بـ رقم اتـ صل

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-304-596-5110.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-304-596-5110 번으로 전화해 주십시오.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-304-596-5110, まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-304-596-5110.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-304-596-5110.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-304-596-5110.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-304-596-5110 ।

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرید. 1-304-596-5110 فراهم می باشد. با

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-304-596-5110.

کـ الـ بـ یـ د سـ تـ یاب م یـ م فـ ت خـ د م ا ت ک ی م د د ک ی ز ب ان ک و آ پ ت و ب یـ ب و لـ تـ یر د و آ پ ا گ ر ب خ بردار ک ری. 1-304-596-5110

Notes