

## **Cov mob nkeeg li peev xwm cai**

XWS LI IB TUS MOB NKEEG NTAWM LUB TUAM TSEV KHO MOB NTAWM  
(UC DAVIS MEDICAL CENTER) KOJ MUAJ CAI TAU:

- Kev tu siab dawb siab zoo thiab siab loj thiab hwm saib rau nqi rau koj tej kev cai dab qhuas uas koj xav tau, thiab kev ntseeg thiab kev muaj txiag ntsig rau koj.
- Thov kev pab los ntawm ib tus neeg txhais lus, uas koj yeej tsis raug them li, yog hais tias koj tsis paub lus As kiv los sis ntawv As Kiv tsis tshuam zoo los sis tsis hnov lus zoo lawm.
- Qhia rau ib tus neeg hauv koj tsev neeg los sis lwm tus neeg sawv cev ntawm koj uas koj tau xaiv tseg thiab koj tus kws kuaj kho mob ntawm koj. Qhia rau lawd sai li sai tau sam sim uas koj raug pw tsev kho mob lawm.
- Paub txog cov npe ntawm (the licensed health care practitioner) ua haujlwm nyob rau hauv nws xub ntiag uas lawd muaj kev tswj kav lav loos rau tej kev xaiv uas yuav los pab koj, thiab cov npe thiab lub luag haujlwm ntawm lwm tus uas yuav los pab tu koj.
- Txais kev paub txog thaum sam sim es koj li kev nyob nyab xeeb li cas, thiab ntu uas kho mob, thiab kev muaj yeej ntawm kev zoo thiab thaum kawg yuav tshwm sim li cas tiag kom nkag siab zoo.
- Koj muaj feem koom nyob rau hauv kev txiav txim hais txog ntawm koj li kev kho mob.
- Txais kev qhia paub ntau li ntau tau xws li koj xav tau hais txog ntawm kev xav tau kev kho mob los sis tshooj kev kho mob twg thiaj li yuav cia koj txais kev qhia tso cai los sis yig kom dhau ib tshooj kev kho mob. Qhov no tsis xam qhov uas yuav mus tom (emergencies,) qhov kev paub no yuav xam nrog tej tshooj kev kho mob, thiab kev kho sib hloov mus los nyob rau nqes twg lawm los sis twb tsis kho li, thiab lawd li kev hwm tshwm sim tsis zoo, thiab lub npe ntawm tus uas yuav saib xyuas txheej txheem kev kho mob.
- Los nrhiav kev paub txog thiab tham txog lub tseem ntsiab ntawm kev tu kho koj, nrog rau kev daws xwm txheej ntawm kev sib cov nyom, thiab tuav kev cawm siav thiab kev kho ntxiv mus los sis thau kev tuav kho txoj sia.
- Thov los sis yig kev kho mob; los sis tawm lub tsev kho mob es tsis hmloog cov lus uas qhia, hais los ntawm ib tus neeg saib xyuas hauv tsev kho mob li, raws li cov cai tsim nyog raug tso los ntawm tsoom fwv los.
- Kev teb uas tsim nyog rau ntawm kev tsim nyog thov los ntawm kev pab.
- Kom paub txog yog hais tias lub tsev kho mob los sis koj li (licensed health care practitioner) kws kho mob uas muaj ntaub ntawv tseg. Ua txij li kev uas lawd tsab peev xwm uas raug tso muaj ntaub muaj ntawv yuav los ua tau xwb, kev yuav los muab tib neeg ua kev kawm es yuav muaj kev txuam yuaj rau koj txoj kev tu mob los sis kev kho mob. Koj muaj cai yuav los yig tsis koom tes rau tej kev tshawb fawb xws li no. koj li kev txiav txim yeej tsis pub kom sav tsam koj li cai uas yuav los txais kev pab ntawm lawd li.
- Kev tsom xam thiab kev tswj tu koj li kev mob, tej kev qhia txog ntawm kev ciav ntsuas mob, thiab kev koom tes nyob rau hauv kev txiav txim tswj kav kev mob, nrog rau ib qho kev thov los sis kev yig rau qee yam los sis txhua txoj hauv kev uas yuav los ua kom kev mob ntaug, qhov no yog xws li cov tshuaj uas muaj yaj yeeb (opiate) thaum uas yog lub caij tsim nyog yuav muab lawm.

- Pab muab kev txheej txheem tseem ntsiab lus qhia rau tus sawv ces txiav txim ntawm koj txog ntawm koj li kev pab tu kho koj, nrog rau kev feb ib qho kev txiav txim nyob rau hauv ib lub zim txwv yam uas koj ua tsis tau raws li koj txoj kev xav kom ua ntawd.
- Muaj tag nrho cov mob nkeeg li peev xwm cai haum phim rau tus tib neeg uas muaj cai raug li kev cai lij choj uas yuav los sawv cev txiav txim hais txog ntawm kev kuaj kho mob uas yog rau koj.
- Kev npog ntawm ib tus twg hais txog ntawm koj li kev kuaj kho mob cov txheej txheem. Qhov no nrog rau kev kuaj uas tham, thiab kev pib ua ntaub ntawv, thiab kev kho mob.
- Kom paub txog tias yog ua cas qee tus tib neeg thiaj li yuav tsum tuaj nyob ntawd thiab thov kom cov uas tuaj saib mob nkeeg ntawd tawm mus thaum yuav tham txog tej yam lus uas tsis phim rau lwm tus hnov ntawd (lus txaj muag) thaum tham los sis kuaj kho kiag ntag.
- Cia tso daim ntaub thaiv los siv thaum nyob hauv hoob ib nrab uas yuav muaj kev zais npog ntawd.
- Kev zais npog es kho mob ntawm tag nrho cov kev sib tham thiab cov ntaub ntawv keeb kwm uas nrog rau koj li kev tu kho koj thiab thaum koj tseem nyob hauv tuam tsev kho mob.
- Tau txais ib daim ntawv sau tseg (“Notice of Privacy Practices”) uas nws piav qhia tias koj li kev nyob nyab xeeb raug ceev tiv thaiv zoo lawm (health information), qhov no kuj hu ua (PHI) thiab, tej no nws yuav raug siv thiab muab nkaw tseg.
- Yuav txiav txim mus li cas thiab feb kev tswj kav ua ntej cov ntaub ntawv kuaj kho mob, lawd muaj tseg rau ib leej tus twg uas tsis yog muaj kev tsom xam nrog koj li kev tu kho koj. Qhov no yog lawd tsim nyog muab tau thiaj li tau xwb los sis los ntawm kev tso cai hauv kev cai lij choj.
- Kev saib xyuas koj li keeb kwm kev paub (information) nyob rau hauv ib lub zim txwv uas tsim nyog saib, qhov no yog los ntawm kev tso cai hauv kev cai lij choj.
- Ib qhov zoo chaw khab seeb kev tso, tsis muaj feem nrog rau ntau yam ntaub ntawv uas yuav muaj kev phom sij los sis raug saib tsis taus.
- Koj muaj cai tau kev tiv thaiv thiab kev txhawb nqa pab, rau qhov uas yuav qhia rau tsoom fwv cov saib xyuas haujlwm los ntawm kev tsis saib xyuas zoo los sis kev ua phem ntawd.
- Kev kho mob tsis pub kom muaj nrog rau tej kev khuav pav neeg cia los sis cais neeg tseg rau tej qhov chaw ntsiag to ua kom ib qho kev siv xws li qhia kev cai, thiab kev qhuab qhia, thiab kev yooj yim rau cov neeg ua haujlwm ntawm tsev kho mob los sis tseem hem thiab hawv lus.
- Qhov tsim nyog kho ntxiv mus ntawm kev tu kho mob thiab kev paub hais txog ntawm lub sijhawm thiab qhov chaw ntawm koj li caij nyoog uas raug teem tseg, xws li kev zeem tib neeg uas muab kev pab rau koj li kev tu kho mob, thaum ua ntej tshaj plaws.
- Yuav tsum raug qhia ua ntej ntawm kev yuav tau kev pab kho mob ntaub ntawv ntxiv mus lawm yav tom ntej, tej kev tsim nyog es yuav tau ntawd, tom qab koj tawm tsev kho mob lawm. Ntawm koj li kev hais los sis kev mauj tseg, ib tus phooj ywg los sis ib tus neeg ntawm koj tsev neeg kuj muaj feem paub txog los sis txais tej xov no thiab.
- Koj yuav tsum paub lub tsev kho mob ntawd cov cai thiab txheej txheem uas yuav phim rau koj tus yam ntxwv. Sam sim uas koj yog ib tus mob nkeeg ntawd
- Tsom xam cov tuaj saib xyuas koj ntawd los ntawm koj li kev xaiv tseg, yog

hais tias koj muaj kev txiav txim loj, tab txawm hais tias tus tuaj saib xyuas koj ntawd yog txheeb ze koj los ntawm roj ntsha caj ces, thiab txij nkawm, los sis khub zoo uas muaj puav pheed ntaub ntawv tseg, tsis li ntawd ces:

-Tsis pub muaj neeg tuaj saib xyuas koj vim hais tias koj li kev mob nkeeg lawm;

-Cov saib xyuas kuaj kho mob muaj qhov kev xav tsim nyog lawm tias kev muaj ib tus neeg twg tuaj muaj feem yuav tsis zoo phom sij kev nyob nyab xeeb los sis kev khab seeb rau ntawm tus mob nkeeg ntawd, thiab rau ib tus neeg ua haujlwm hauv tsev kho mob los sis lwm tus neeg uas tuaj saib xyuas mob nkeeg, los sis yuav kev cuam tshuam loj ntawm kev kho mob ntawm lub tuam tsev kho mob ntawd;

-Koj twb qhia rau cov neeg ua haujlwm hauv tsev kho mob lawm hais tias koj tsis pub kom muaj ib tus zeej neeg uas koj tau nkaw tseg tuaj saib koj. Tiam sis, lub tsev kho mob muaj feem ua ib qho kev tsim nyog los tiv thaiv los ntawm kev cov neeg tuaj saib xyuas koj thiab. ntawm cov sijhawm uas tuaj saib tau, nrog rau cov uas tuaj saib tau thiab pes tsawg leej thiaj li tuaj saib tau xwb.

- Muaj koj li kev ntshaw xav tau ntawd hwm tseg, yog hais tias koj tsis muaj tsab peev xwm txiav tau txim ntawm koj tus kheej lawm, rau tej kev xav lawm hais tias leej twg thiaj li muaj feem tuaj saib tau. Cov txheej txheem kev xav tseg lawm mam li muaj feb tseg rau hauv tsev kho mob li cai thaum qhib saib xyuas tau. Yam tsawg li tsawg tau, tsev kho mob mam li cia cov tuaj saib xyuas ntawd yog cov uas nyob rau hauv koj tsev neeg kiag xwb.
- Kuaj thiab txais ib qho lus tshab txhais txog ntawm koj li nuj nqis kho mob, tsis hais txog qhov uas koj yuav ua li cas them rau feem twg li.
- Qhia kev khuam siab los sis kev cov nyom txog ntawm koj li kev tu kho mob yam uas siab loj tsis ntshai kiag li, hais tias kev zoo ntawm koj li kev pab ntawd los sis kom yav tom ntej mus kev pab muaj yuav pab cuam zoo.
- Siv cov cai no tsis txhawj txog hais tias poj niam los sis txiv neej, kev muaj pluag, thiab kev txawj ntse keeb kwm, thiab haiv twg, thiab hom neej tawv xim dabtsi li, thiab kev ntseeg twg, thiab caj ces twg, thiab tuaj tebchaws twg tuaj, thiab hnoob nyoog, thiab zoo tes phem taw, thiab muaj mob zoo li cas los xij, cwj pwm txiv neej los poj niam, thiab zeem tsis tau txiv neej los sis poj niam, thiab yam ntxwv poj niam los sis txiv neej, muaj cuab yig los sis sem cuab li, thiab ua khub raws cai, los sis yam kev them ntawd yog dabtsi li hais txog kev kho mob.
- Muab tag nrho cov cai uas koj muaj no saib xyuas kom zoo los ntawm txhua txhua lub tuam tsev kho mob cov neeg saib xyuas haujlwm.
- (File) ua ib daig ntawv taug xaiv nrog rau (UC Davis Medical Center) xws li hu rau (Patient Relations at 916-734-9777) los sis sau ntawv rau:

UC Davis Medical Center  
Patient Relations (mob nkeeg chaw pab)  
2315 Stockton Blvd.  
Sacramento, CA 95817

- (File) ua ib daig ntawv taug xaiv nrog rau (he California Department of Public Health) xws li hu rau tus xov tooj (800-554-0354) los sis sau ntawv rau:

California Department of Public Health  
3901 Lennane Drive, Suite 210  
Sacramento, CA 95834

Cov mob nkeeg li cai uas muaj tseg no sau tseg rais los ntawm kev yuav tsum muaj ntawm kev koom hwj xwm kav; (This Patients' Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4 and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation)).

Yog hais tias koj xav tau ib daig qauv (copy) ntawm cov cai no, ces thov ua ib qho kev hais los sis thov kom meej tseeb rau ntawm ib tus neeg ua haujlwm hauv tsev kho mob los sis tiv tauj qhov chaw (Patient Relations) ntawm tus xov tooj (916) 734-9777.

## **Cov mob nkeeg tej kev lav loos**

XWS LI IB TUS MOB NKEEG NYOB RAU NTAWM UC DAVIS MEDICAL CENTER, KOJ MUAJ COV KEV LAV ES YUAV TSUM UA XWB XWB LI NYOB RAU NRAM QAB NO:

- Los ua raws nraim li UC Davis Health System cov kev cai thiab tej kev fwj xwm rau cov neeg mob nkeeg tej kev kho thiab kev tsom kwm, xws li nrog rau kev haus luam yeeb, thiab xov tooj ntawm tes thiab lwm yam twj siv hluav taws xob cov kev fwj xwm thiab cov policy cai uas ua rau cov neeg tuaj saib cov mob nkeeg.
- Ua zoo li ib tus tib neeg txawj xav paub tab rau ntawm cov neeg ua haujlwm ntawm UC Davis txhua leej txhua tus los sis txhua yam, ua zoo rau lawd nyob rau ib tus cwj pwm kom zoo raug ntsej raug muag thiab tseg tej kev uas saib tsis taus los sis tej cwj pwm kev tsub muj txim txom. Qhov no kuj yog txuam nrog UC Davis tej chaw ua haujlwm thiab tej twj siv huv tib si thiab.
- Yuav tsum zam los sis cheem kev quab yuam rau tej kev tsis raug ntsej raug muag los sis kev kho mob yam uas tsis tsim nyog ua li.
- Yuav tsum fwm cov peev xwm cai, tej kev npog thiab lwm cov mob nkeeg tej khoom thiab txhua yam khoom rau tib neeg nyob rau hauv UC Davis.
- Yuav tsum hais qhia los sis taug xaiv, hais kom kawg li koj kev paub, kom raws nraim li muaj thiab txhua yam kev qhia paub hais txog ntawm ib yam dabtsi txuam yuaj rau koj li kev nyab xeeb hais rau koj cov kws kho mob los sis lwm cov uas saib xyuas kho koj. Qhov no muaj feem xyuam nrog tej yam lus cov nyom tseem tshwm sim tshiab tshiab sam sim niaj hnuv nim no, thiab kev mob nkeeg yav tas dhau los lawm, thiab kev pw tuam tsev kho mob, thiab tej tshuaj los sis tej yam kev hloov ntawm kev mob nkeeg.
- Yuav los ua kom zoo kawg es nkag siab koj li kev kuaj kho mob tej kev pab ntawd xws li yuav tsum raug qhia ua ntej thiab nug txog ntawm koj li kev kuaj kho mob thiab cov kev pab.
- Los soj qab taug kev kho mob uas lawd xav kom koj ua ntawd ntag cov hom phiaj uas twb tau npaj tseg lawm los ntawm cov kws kuaj kho mob es los lav loos kho koj tej kev muaj mob.
- Los nkag siab saib seb yuav ua li cas npaj ua mus hais txog ntawm koj li kev tu tom qab koj twb tawm tuam tsev kho mob lawm.
- Los lees paub txog ntawm cov kev yuav tshwm sim tsis zoo yog hais tias koj xaiv es tsis kam lawd kho koj los sis tsis ua raws nraim li lawd teev tseg tom qab twb raug nkaw los ntawm koj tus kws kuaj kho mob lawm.
- Yuav los ceev cov sijhawm uas teem tseg thiab koom tes nrog koj tus kws kuaj kho mob. Yog hais tias koj xav tshwj zias ib qho sijhawm uas tau teem tseg lawm, yij meem ua ua ntej 24 teev sijhawm ntawd los tau.
- Yuav los paub koj li ntaub ntawv kuaj kho mob pov fwm pov puag, xws li koj li kev puas tsim nyog tau tej kev zoo ntawd; koj li ntaub ntawv kuaj kho mob cov kev kiam tau rau kev tso cai ua ntej kev kho mob; cov kev kawg thiab cov uas tsis muaj kev pov puag ntawm cov kev zoo twb muaj cais feb meej nyob rau hauv koj cov ntaub ntawv kev pov puag; thiab cov nyiaj txiag siv tawm mus uas koj yuav tsum yog tus lav loos them ntawm koj hnab ris mus. Thov nug peb cov neeg ua haujlwm rau cov kev pab yog hais tias koj xav tau, thiab yuav tsum nco ntsoov qhia peb cov neeg ua haujlwm yog hais tias muaj ib yam dabtsi hloov rau ntawm koj li ntaub ntawv kev pov puag lawm.
- Yuav los koom tes ua haujlwm nrog koj tus neeg sawv cev ua haujlwm rau tej ntaub ntawv nuj nqis los nrhiav hauv kev sijhawm los sis kev yuav them koj li nuj nqis kom yog es tsis txhob lig kiag li.

Cov mob nkeeg li peev xwm cai cov ntaub ntawv tseem ceeb raug zwm tseg cov kev uas tsim nyog los ntawm The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4 and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).