

Welcome Guide for Patients and Guests



Jewish Hospital | Mary & Elizabeth Hospital
Peace Hospital | Heart Hospital | Rudd Center
Shelbyville Hospital | UofL Hospital

UofL Health
THE POWER OF **U**

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Dear Patient,

Welcome and thank you for choosing UofL Health.

During your stay with us, you can expect to receive high quality, compassionate, innovative, patient-centered care delivered by our team members.

As an academic health care system, we use trusted research to bring cutting-edge solutions to your treatment plan. We value education to ensure our providers, nurses, other health care professionals and team members are highly skilled and prepared to provide you the best care possible.

We understand hospitals can be overwhelming, especially when you are ill. This guide was created to serve as a resource to help your stay be as smooth and comfortable as possible.

We appreciate you choosing the Power of U.

Sincerely,

A handwritten signature in black ink, appearing to be 'J. Smith', written over a light blue circular stamp.

Jason Smith, M.D.
Chief Medical Officer
UofL Health



Our Mission

As an academic health care system,
WE WILL TRANSFORM
the health of the communities we serve
THROUGH COMPASSIONATE, INNOVATIVE,
patient-centered care.

Vision

UofL Health will be Kentuckiana's health care provider of choice.

- Strive to provide a culture of exceptional care.
- Develop collaborative relationships with patients and families.
- Engage and nurture our physicians, nurses, allied health professionals and other team members.
- Develop partnerships that improve the health and well-being of our community.
- Collaborate with the University of Louisville Health Sciences Center to educate the next generation of health care professionals.

Values

- **Education & Research:** Further educate and help develop the skills of our staff by facilitating an academic, research-driven approach to patient care.
- **Patient-centered Care:** Demonstrate that our patients, their families, and the people of the communities we serve are at the heart of every decision we make.
- **Quality & Safety:** Achieve the highest standards of care and service by continually measuring and improving our outcomes.
- **Diversity & Inclusion:** Maintain an inclusive environment where we honor, respect and celebrate everyone for who they are, no matter their life experiences, perspectives or perceived differences.
- **Compassion:** Act with sensitivity and empathy in every encounter we have with our patients, their families and each other.
- **Stewardship:** Utilize resources, supplies and staff responsibly for the good of our patients, community and organization.

During Your Stay

Wi-Fi

Username:“wifiguest”

Password:The Wi-Fi password rotates monthly to match to the current month and year. The format is the four-digit year followed by the two-digit month and the word ‘guest’ in all lowercase. For example, “202308guest” would be the password for August 2023.

Patient Portal

MyHealthNow is UofL Health’s patient portal that provides you secure access to your medical information.

MyHealthNow allows you to easily:

- Review your appointments
- View test results as of January 2019
- View immunization, allergy and health history
- Manage medications

To sign up for *MyHealthNow*, please visit **UofLHealth.org/Patient-Portal** or scan the QR code to the right with your smart device.



Visitor Policy

Ask your health care team for the most up-to-date visitor policy or visit **UofLHealth.org/Patients-Visitors/Visiting-Patients** or scan the QR code to the right with your smart device.



Registration

Please refer to your Rights and Responsibilities packet provided by registration for questions about:

- Your rights and responsibilities
- Concerns and complaints
- Advance directives, living wills and health care surrogate designation
- AIDS/HIV information
- Pain care bill of rights
- Language and cultural services
- Billing procedures
- Financial assistance
- Nondiscrimination and accessibility

During Your Stay

Questions About Billing

Customer service representatives and financial counselors are available to assist you if you need to discuss your bill and/or make payment arrangements for the amount not paid by your insurance.

- Customer service may be reached by calling **502-681-1404**
 - Financial counselors may be reached by calling **502-681-1440** or they are available to meet with you in person in the Health Information Management (HIM) Department
-

Requesting Medical Records

UofL Health offers several options to request medical records or check the status of an existing request:

- By phone - **502-217-1900** (Extension #2 is for request and extension #3 is to check the status of a request)
- By email - **ULHHIMROI@uoflhealth.org**

Completed medical records request forms can be submitted the following ways:

- By mail - Please send to Attention: Release of Information, 225 Abraham Flexner Way, Suite 650, Louisville, KY 40202
 - By fax - **502-627-1806**
 - Other - For questions about additional services and resources, please ask a member of your care team
-

Other

UofL Health offers a variety of services and resources across our health system.

Examples include, but are not limited to:

- Gift shops
- Chaplaincy services
- Interpretation services
- Security services
- Social services
- Support groups
- Specialized therapeutic programs such as dog, music, and art therapies
- ATM's
- Parking maps/guest passes
- Campus maps
- Hygiene products
- TV channel guides
- Pharmacy services
- And many others!

Not all services and resources are offered at every UofL Health location. For questions, availability and more information, please ask a member of your care team or visit our website at **UofLHealth.org**.

Share Your Experience

At UofL Health, it is our mission as an academic health care system to transform the health of the communities we serve through compassionate, innovative, patient-centered care. Our vision and values are also reflective of our desire to provide you with excellent care with every visit. As an organization, we cannot effectively grow and inspire our next generation of health care professionals and practices without your help.

After you are discharged from one of our facilities, you may receive a survey from Press Ganey, our third-party patient survey partner via phone, text email or a handout.

- Phone survey invitations will come from a **574** area code phone number
- Text survey invitations will come from phone number **91994**
- Email survey invitations will come from sender **NoReply@Patients.PGSurveying.com**

Please take a few minutes to answer the survey and give your honest feedback about your experience at UofL Health. Your feedback is used to help us improve our patient's experience and our team member protocols. We strive to maintain the highest level of quality care, but we can't do it without you.

You may also receive a phone call from a nurse navigator to follow up on your discharge, medications and to assist with follow-up appointments.



Recognize your outstanding health care team

Nominate an Extraordinary Nurse!

The DAISY Award is a nationwide program that rewards excellence in nursing. It was created by The DAISY Foundation to recognize the clinical skills, extraordinary compassion and care exhibited by nurses every day. The award is given quarterly to outstanding registered nurses in hospitals throughout the world.

Nominate an Exceptional Team Member!

The BEE Award was established to recognize non-nurse staff members who go Beyond Exceptional Expectations. The BEE Award recipients exemplify quality service, extraordinary care and help create a great experience to patients and their families. These professionals consistently demonstrate exceptional care by promoting wellness, healing and hope to all.

Submit your nomination online using the QR code below or visiting the website listed below.



UofLHealth.org/Daisy-Award



UofLHealth.org/Bee-Award



Your Health Care Experience

UofL Health is committed to providing an excellent health care experience. All hospital team members have a responsibility to resolve patient and/or family concerns and have been empowered to do so. We believe all patients have the right to voice concerns and ask questions about the care they receive without being afraid their care will be affected.

If you have a complaint, discuss it with the staff member who is working with you. If that person is unable to address your complaint, please ask to speak with the director or clinical manager of the unit. If they cannot help you, or if you wish to file a formal grievance by phone, contact the Patient and Family Relations department at **502-562-3775**. Select option 5 and then the number for the corresponding facility:

1. UofL Hospital
2. Jewish Hospital, Heart Hospital and Rudd Center
4. Mary & Elizabeth Hospital
5. Peace Hospital
6. Shelbyville Hospital

To file a formal grievance, send a letter stating your concerns to the corresponding address below. Please state in your letter that you are filing a formal grievance and include specific details regarding your concern.

- Jewish Hospital, 200 Abraham Flexner Way, Louisville, KY 40202
- Heart Hospital and Rudd Center, 201 Abraham Flexner Way, Suite 1200, Louisville, KY 40202
- Mary & Elizabeth Hospital, 1850 Bluegrass Ave., Louisville, KY 40215
- Peace Hospital, 2020 Newburg Rd., Louisville, KY 40205
- Shelbyville Hospital, 727 Hospital Dr., Shelbyville, KY 40065
- UofL Hospital, Patient and Family Relations Department, 530 S. Jackson St., Louisville, KY 40202

A specialist will document your concerns, and an investigation will take place. You will receive a follow-up phone call or letter from a staff member regarding the results of our internal investigation. Emergent concerns are addressed immediately.

If you prefer, you may also contact:

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Complaint@JointCommission.org

Kentucky Cabinet of Health Services
Office of the Inspector General
Division of Licensing and Regulations
908 West Broadway
Louisville, KY 40202
502-595-4079

Meals

Patient Dining

For our patients at UofL Health – Mary & Elizabeth Hospital, Jewish Hospital, Heart Hospital – a part of Jewish Hospital, Rudd Center, Shelbyville Hospital and UofL Hospital, an ambassador will visit you at your bedside to take your meal orders for breakfast, lunch and dinner to be delivered the next day. If our ambassadors are unable to visit you at your bedside, they will call you on your room phone to take your orders. If an order is not placed, the daily special will be provided by default.

To talk to a member of our Food and Nutrition team, please call:

- **502-562-6767** for Jewish Hospital, Heart Hospital, Rudd Center and UofL Hospital
- **502-361-6767** for Mary & Elizabeth Hospital
- **502-647-4379** for Shelbyville Hospital

For our patients at UofL Health – Peace Hospital, a nurse will take your orders and deliver your meals.

Guest Dining

We offer guest meal trays for your visitors convenience. Guest meal vouchers must be purchased in the cafeteria and are \$5 each. Your guest(s) will order their meal at the time you place your order. Then, when the trays are delivered to your room during mealtime, your visitor will provide their ticket to the Food and Nutrition team member delivering the trays.



Cafeteria Dining

Jewish Hospital/Heart Hospital/Rudd Center

- **Chestnut Café** (located on the first floor of Jewish Hospital)
 - Open 6 a.m. - 11 p.m. daily with the following specifics:
 - Deli - Closed on weekends
 - Main Plate
 - Monday-Friday 10:30 a.m. - 3 p.m. and 5 p.m. - 7 p.m.
 - Weekends 5 p.m. - 7 p.m.
- **Starbucks** (located on the first floor of Jewish Hospital)
 - Monday-Friday 7 a.m. - 3 p.m.

Mary & Elizabeth Hospital

- **Cafeteria** (located on the ground floor)
 - Open 7 a.m. - 7 p.m. daily with the following specifics:
 - Breakfast 7 a.m. - 10 a.m.
 - Lunch 11 a.m. - 2 p.m.
 - Dinner 5 p.m. - 7 p.m.

Shelbyville Hospital

- **Café Shelby** (located on the basement level - ground floor)
 - Breakfast 7:30 a.m. - 9:30 a.m.
 - Lunch 11 a.m. - 1:30 p.m.

Peace Hospital

- **Peace Café** (located on ground floor - NOT OPEN TO THE PUBLIC)
 - Monday-Friday 7 a.m. - 4 p.m.
 - Weekends 7 a.m. - 1:30 p.m.
- **Micro-Market** (located on ground floor - NOT OPEN TO THE PUBLIC)
 - Open 24/7

UofL Hospital

- **The Patio Café** (located on the basement level of the Jackson Street Outpatient Center)
 - Open 6:30 a.m. - 2:30 a.m. daily with the following specifics:
 - J. Clark's Grille, 7 days a week
 - Breakfast 6:30 a.m. - 9:45 a.m.
 - Lunch-Dinner 11 a.m. - 2 a.m.
 - Main Plate, Monday-Friday
 - Breakfast 6:30 a.m. - 10 a.m.
 - Lunch 11 a.m. - 2 p.m.
 - Green Scene, Villa Toscana and Market Street Deli, Monday-Friday
 - Lunch 11 a.m. - 2 p.m.
 - Chef Fresh - grab-and-go (located in coolers near the grill)
 - Available daily and between meal services
- **Starbucks** (located on 1st floor of UofL Hospital)
 - Open Monday-Friday 6:30 a.m. - 2 p.m.

Help us provide a safe environment for care.

UofL Health has a **ZERO TOLERANCE POLICY** for abusive or violent behavior towards our patients, staff and visitors.

Verbal abuse can include:

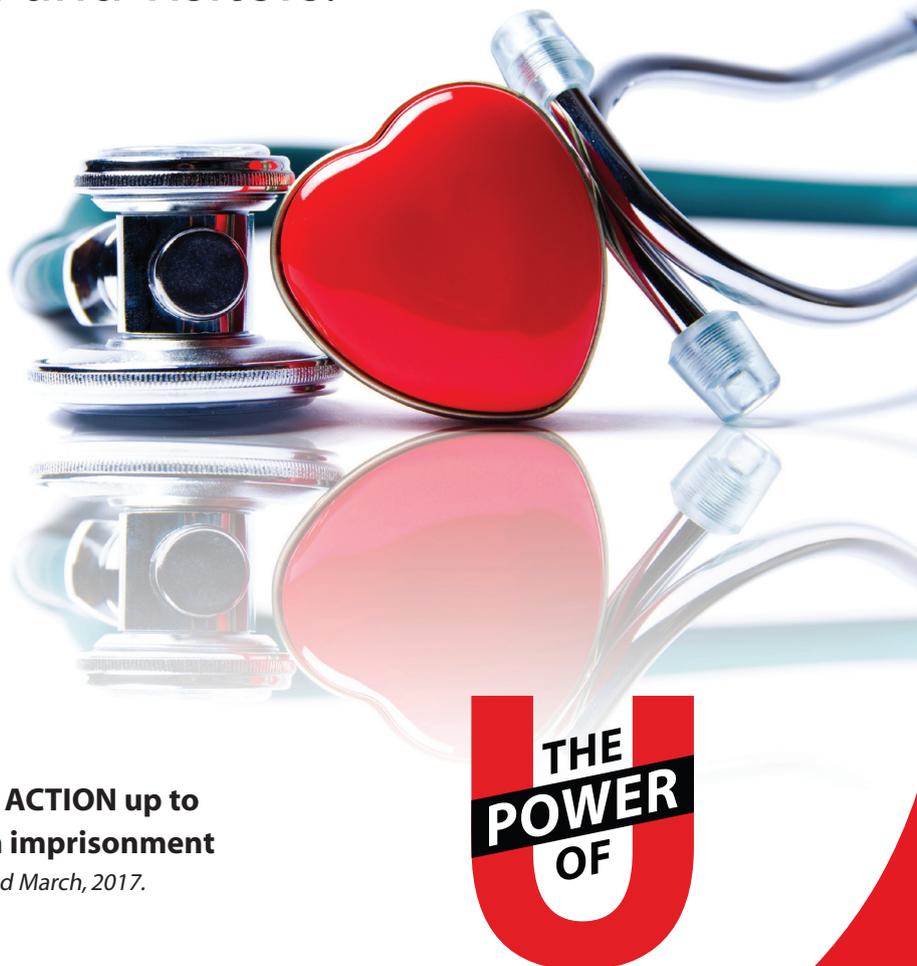
- Calling names or swearing
- Yelling at, threatening or intimidating
- Using sexually explicit comments or innuendo

Physical violence can include:

- Using any degree of physical force with intent to harm
- Touching someone inappropriately
- Holding or restraining someone

Violation of this policy will result in IMMEDIATE ACTION by security and may result in removal from the hospital by law enforcement.

Violation of this policy may also include LEGAL ACTION up to and including filing charges that could result in imprisonment in accordance with Statutes KRS 431.005 and KRS 431.015, amended March, 2017.



U^{of}L Health



Communication with Your Health Care Team

Patient-Centered Care

Patient-centered care is the practice of caring for patients and their families in ways that are meaningful and valuable to you as a patient. It includes listening, informing and involving you and your family in your care. To provide patient-centered care, we adopt the following best practices:

- **Bedside shift report***

Bedside shift report occurs during change of shift where the exiting nurse hands over your care to the oncoming nurse. This handover is a real-time exchange of information about your care at your bedside. We welcome you to join in during the report and be involved in your care. This process helps increase safety, quality of care and engagement.

- **Patient communication boards***

We understand it is easy to become overwhelmed by the events of a hospital stay. The patient communication board is a tool we use to help you and your family members organize the many moving parts of your care to help reduce concerns you may have. This board is a white-colored, dry erase board where information is updated with dry erase markers. It is typically mounted on the wall of your hospital room, within eyesight from your hospital bed. The patient communication board is one way we keep you and your family members updated on your plan of care.

- **Nurse leader rounding**

You can expect your unit's nurse leader to visit you during your stay. During this brief visit, the nurse leader will ask you a few questions to ensure we are meeting your needs. These questions are designed to collect feedback, comments, recognition and answer any questions or address any concerns you may have.

* These practices may be different in our behavioral health units.

Identifying Your Care Team

At UofL Health, employees can easily be identified by the color of their scrubs. The following is a color guide and list of employees who could be on your care team.



Nurses – Galaxy Blue

- RNs
- LPNS



Rehabilitation Services/ Behavioral Health - Gray

- Behavioral Analyst
- Intervention Specialist
- Program Specialist
- Physical Therapist
- Occupational Therapist
- Speech Therapist
- Rehab:
 - Inpatient staff will be in scrubs or khaki pants and polo shirt
 - Outpatient staff will be in khaki pants and polo shirt
 - Scrub shirt and polo will be of a consistent color to denote that they are part of the Rehab group



Support Staff - Wine

- Nursing Assistant
- Mental Health Technician
- Unit Secretary
- Transporter
- Emergency Department Technician
- Monitor Technician
- Endoscopy Technician
- Imaging Clerk
- Sitters



Clinical Ancillaries – Ciel Blue

- Respiratory Care
- Medical Imaging
- Laboratory
- Special Diagnostics:
 - EKG
 - EEG
 - ECHO
 - Sleep Lab
 - Pharmacy (Clinical Pharmacists wear lab coats)



Environmental Services - Green



Clinical staff ONLY can wear black jackets as a part of their uniform



Interpreters - Eggplant



UofL Health employee

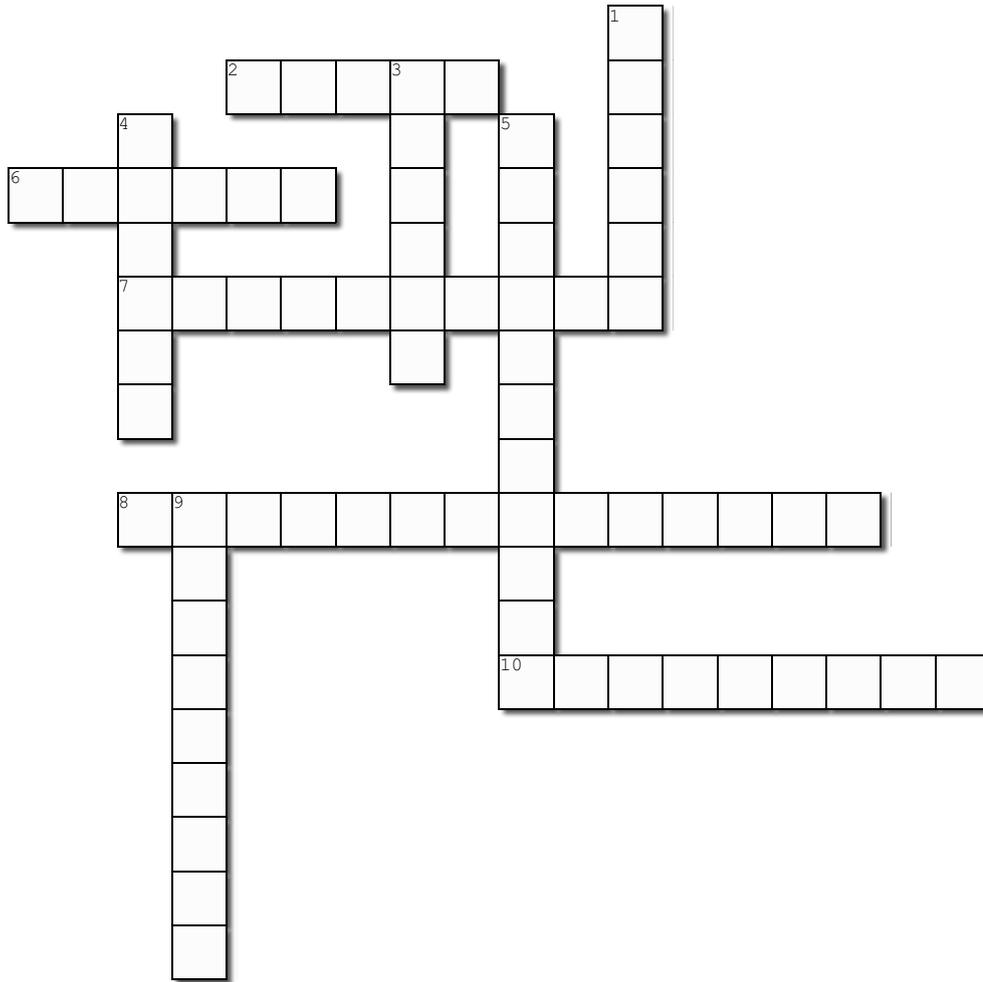
Activities

Sudoku

7				6			8	4
		4	1				3	
9					5			7
	1	3	4		9			
6		8			3			
5	7		6				1	
							6	1
		5				8	9	

Activities

Crossword Puzzle



Across

- 2. _____ Hospital is UofL Health's behavioral health care hospital
- 6. Comprehensive _____ Center
- 7. _____ is Louisville's only academic health system
- 8. Frazier _____ Institute
- 10. UofL Health has six _____ rooms

Down

- 1. _____ Hospital is the site of the nation's first hand transplant
- 3. Brown _____ Center serves more than 26,000 patients a year
- 4. UofL Hospital has a Level One _____ Center
- 5. _____ Hospital is located on Colonel Harland D. Sanders Medical Campus
- 9. Mary & _____ Hospital

Word Search

R R E H A B I L I T A T I O N
E E M E D I C I N E N O Y H H
M S C V Q A D S D N Q U Y U A
E X G O F D M I U Q M D R C Y
R G H X V E R B S G N G P S A
G O H E I E T E U C H R N I E
E Y N W A D R U S L H Z N C X
N P S Z P L Y Y S E A A S H B
C T A U M H T V D T A N R M F
Y R S T R D A H J O R R C G R
E A A G I G Y R C O C O C E E
B U R O V E E M M A Z T K H T
N M C W E K N R T A R T O E O
D A X U X K C T Y A C E Q R F
E R E X E R C I S E Q Y E G T

Rehabilitation

Medicine

Pharmacy

Emergency

Health Care

Exercise

Patient

Recovery

Discharge

Research

Stroke

Trauma

Ambulance

Surgery

Nurse

Doctor

Activities Answers

Sudoku

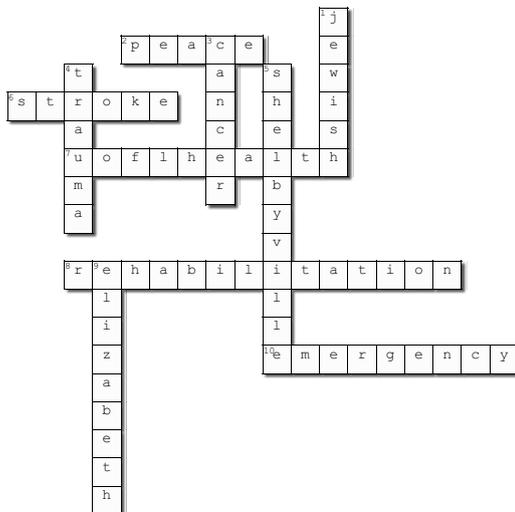
7	5	1	3	6	2	9	8	4
8	2	4	1	9	7	5	3	6
9	3	6	8	4	5	1	2	7
2	1	3	4	7	9	6	5	8
6	4	8	5	1	3	2	7	9
5	7	9	6	2	8	4	1	3
1	9	7	2	8	6	3	4	5
3	8	2	9	5	4	7	6	1
4	6	5	7	3	1	8	9	2

Word Search

R R E H A B I L I T A T I O N
 E E M E D I C I N E N O Y H H
 M S C V Q A D S D N Q U Y U A
 E X G O F D M I U Q M D R C Y
 R G H X V E R B S G N G P S A
 G O H E I E T E U C H R N I E
 E Y N W A D R U S L H Z N C X
 N P S Z P L Y Y S E A A S H B
 C T A U M H T V D T A N R M F
 Y R S T R D A H J O R R C G R
 E A A G I G Y R C O C O C E E
 B U R O V E E M M A Z T K H T
 N M C W E K N R T A R T O E O
 D A X U X K C T Y A C E Q R F
 E R E X E R C I S E Q Y E G T

- | | | | |
|----------------|-------------|-----------|-----------|
| Rehabilitation | Health Care | Discharge | Ambulance |
| Medicine | Exercise | Research | Surgery |
| Pharmacy | Patient | Stroke | Nurse |
| Emergency | Recovery | Trauma | Doctor |

Crossword Puzzle



Across

- _____ Hospital is UofL Health's behavioral health care hospital
- Comprehensive _____ Center
- _____ is Louisville's only academic health system
- Frazier _____ Institute
- UofL Health has six _____ rooms

Down

- _____ Hospital is the site of the nation's first hand transplant
- Brown _____ Center serves more than 26,000 patients a year
- UofL Hospital has a Level One _____ Center
- _____ Hospital is located on Colonel Harland D. Sanders Medical Campus
- Mary & _____ Hospital

Primary care that's safe and convenient. So don't put your health on hold.

At UofL Health, we make getting safe, compassionate **primary care** convenient and easy. We safeguard your health at over 30 locations with more than 100 expert providers, so we are always close to home. We also offer the convenience of same day appointments and **telehealth**, virtually anywhere. And we have state-of-the-art **Urgent Care Plus** centers nearby. We do it all so you and your family can get expert care, when and where you need it. So you never have to put your health on hold. That's the Power of **U**.

U^{OF} Health

- Over 30 Primary Care Locations
- Convenient Telehealth
- Urgent Care *Plus* Centers Nearby

THAT'S THE POWER OF **U**

Visit UofLHealth.org
Call 502-588-4343 for an appointment today



Kamara Garner, MD
Primary Care



Jewish Hospital

200 Abraham Flexner Way | Louisville, KY 40202

502-587-4011

Mary & Elizabeth Hospital

1850 Bluegrass Avenue | Louisville, KY 40215

502-361-6000

Peace Hospital

2020 Newburg Road | Louisville, KY 40205

502-451-3330

Heart Hospital and Rudd Center

201 Abraham Flexner Way, Suite 1200 | Louisville, KY 40202

502-588-7600

Shelbyville Hospital

727 Hospital Drive | Shelbyville, KY 40065

502-647-4000

UofL Hospital

530 South Jackson Street | Louisville, KY 40202

502-562-3000

UofLHealth.org



We want to hear your thoughts!

Do you have feedback about our Welcome Guide for patients and guests? Scan the QR code below or visit <https://forms.office.com/r/Giht9zDYW3> to take a quick survey.



We value you as a patient and want to provide you future health updates and information along with ways you can support our organization. If you do not want to be included in these communications, please contact the appropriate department below.

Data Sharing Program:
502-217-1900 Option 2

Fundraising Activities:
Compliance@UofLHealth.org

Marketing:
Marketing@UofLHealth.org
or 502-588-4917

Discharge

Our goal is to make sure you can manage your health after leaving our hospital and are able to go home or to another care setting successfully. We invite you to use this list to help you prepare for when you leave our hospital. Use the following page to take notes about items related to preparing for discharge.

My Health

- I understand my medical condition(s)
- I know what I need to do to stay healthy after I leave the hospital
- I know if/when I can safely resume daily activities
- I understand where I will receive care after I leave the hospital, if applicable (i.e. home health, rehabilitation, long term care, etc.)
- I have participated in planning the next steps in my care (i.e., scheduling for a follow-up appointment)

My Signs and Symptoms

- I understand the possible problems or side effects I should watch for
- I know who to contact if I have certain signs and symptoms

My Medications

- I understand the reason for taking each of my prescribed medicines
- I know when to take my medication
- I know how to take my medication
- I know the possible side effects of each medication

My Appointments

- I know when my follow-up appointment is
- I know who my follow-up appointment is with
- I know where my follow-up appointment is located
- I understand why I need a follow-up appointment

If you have any questions about your discharge, please let a member of your health care team know.



Interpreter Services

UofL Health provides interpreter services at no cost to patient and families with limited English and deaf/hard of hearing. Please share your preferred language or way of communicating with your care providers.

Arabic	باللغة العربية،	تقدم UofL Health خدمات للترجمة الفورية دون تكلفة للمرضى وعائلاتهم من ذوي القدرات المحدودة على التحدث باللغة الإنجليزية وللمحرومين من القدرة على السمع أو من لديهم صعوبة في السمع. يرجى إبلاغ مقدمي الرعاية الصحية باللغة التي تفضلونها أو بطريقة التواصل المفضلة لديكم.
Burmese	ဗမာစကား	UofL Health သည့် အင်္ဂလိပ်ဘာသာစကားပြောရန် အကန့်အသတ်ခံရနေသောနည်းသူ နားစွဲကားသော/ နားထောင်ရန် အခက်အခဲခံနေသော လူနာများနှင့် မိသားစုများအတွက် ကုန်ကျစရိတ်မရှိဘဲ စကားပြောဆရာများနှင့် အကူအညီပေးနေပါသည်။ ကျေးဇူးပြု၍ သင့်အတွက် သဘာဝကား သို့မဟုတ် သင့်အတွက် အကူအညီပေးသူများနှင့် ဆက်သွယ်သည့်နည်းလမ်းကို မပြောပေးပါ။
Chinese Simplified	中文	UofL Health 免费为英语水平有限和失聪/有听力障碍的患者及家庭提供口译服务。 请向您的保健提供者说明您的首选语言或沟通方式。
Chinese Traditional	中文	UofL Health 免費為英語水準有限和失聰/有聽力障礙的患者及家庭提供口譯服務。 請向您的保健提供者說明您的首選語言或溝通方式。
Dari	دری	UofL Health خدمات ترجمانی را بدون هیچ هزینه ای برای مریضان و خانواده های داری مهارت انگلیسی محدود و ناشنوا/معلولین شنوایی ارائه می دهد. لطفاً زبان یا روش ارتباطی دلخواه خود را با فراهم کنندگان مراقبت خود به اشتراک بگذارید.
French	Français	UofL Health propose des services d'interprétation gratuits aux patients et aux familles qui ne maîtrisent pas bien l'anglais ou qui sont sourds ou malentendants. Veuillez indiquer la langue ou le moyen de communication que vous préférez adopter avec les personnes qui vous soignent.
Haitian Creole	Kreyòl Ayisyen	UofL Health bay sèvis entèprèt gratis pou pasyan ak fanmi ki pa pale lang Anglè byen epi ki soud/ di pou tande. Tanpri fè nou konnen lang ou pito a oswa fason ou pito kominike avèk pwofesyonèl swen sante ou yo.
Quiché	K'iche'	Le UofL Health kuya tob'anik chech uq'axexik tzij k'uk' ri yowab'ib' chuquje' ri kalaxik, wa we tob'anani ri' na tojtaltaj, jachintajle na ke kowintaj ke tzijon pa inglés, ri etokon, rachil ri ewinaq ri k'ó tan jule yab'il kiriqon cher chi na ku tataj ri ki jolom. Chib'ana jun toq'ob chi q'achej wa we tzij chikech ri iwajil itz'aqan.
Karen	ကညီကျိာ်	UofL Health အိန်ဒီးတန်တိုင်းထံစာတော်အခါလီ လာပုဆါဒီး အတံပိပိသုတ်တဖန် လာတသ့ အဲကလံးကျိာ် အါအါတံဒီး ပုဆါယာ/နတ်အသုတ်တဖန်အဂီနန်လီ. ဝံသးစူ လ်ဖျါထီန် ကျိာ်လါနအံဒီး မ့တဖန် ကျိာ်ကျဲလါကဆဲးကျိးဒီး ပုဆါထွဲနုအဂီနန်တကျိာ်.
Kinyarwanda	Ikinyarwanda	UofL Health itanga serivise z'ubusemuzi nta kiguzi ku murwayi ndetse n'imiryango bafite ubumenyi budahagije mu Cyongereza ndetse n'abafite ubumuga bwo kutumva/bumva bigoranye. Dusangize ururimi wumva neza cyangwa uburyo bwo kuvugana n'abashinzwe kukwitaho.
Kirundi	Ikirundi	UofL Health iratanga serivise zo gusigurirwa ata kiguzi gisabwe ku barwayi hamwe n'imiryango badashoboye kuvuga Icyongereza neza hamwe n'abaturumva/abumva bigoranye. Usabwe kumenyeshya ururimi canke inzira yoba nziza kuri wewe mu gihe co kuganira n'abaguhaha ubuvuzi.
Mam	Mam	UofL Health, Ntazaj tq'on amb'il t'un t'xi q'aman tuj kyolb'il qe xjal yab', qe xjal mib'an chi yolin inglés, ex qe nti nkb'il. Chjonte qeye tun t'tzaj k'qamane alkye kyolb'ile b'an chi yoline kyukil chqantl xjal.
Nepali	नेपाली	UofL Health ले अङ्ग्रेजीको सीमित ज्ञान भएका तथा बहिरो/सुन्नमा कठिनाइ भएका रोगी एवं परिवारहरूका लागि निःशुल्क दोभाषे सेवा प्रदान गर्दछ। कृपया तपाईंको रोजाइको भाषा वा तपाईंसँग संवादको तरिकाबारे आफ्ना सेवा प्रदाताहरूलाई बताउनुहोस्।
Pashto	پښتو	UofL Health هغه ناروغانو او کورنیو ته د ترجمې وړیا خدمات وړاندې کوي، کومې چې د انګلیسي محدود مهارت لري او کانه وي/په اوریدلو کې ستونزه لري. لطفاً د خپلې خوښې ژبه یا د ارتباط طریقې د خپل پاملرنه چمتو کوونکو سره شریکه کړئ.
Russian	Русский	UofL Health предоставляет бесплатно услуги переводчика пациентам и семьям с ограниченным знанием английского языка, а также глухим/слабослышащим. Пожалуйста, сообщите Вашим поставщикам медицинских услуг о предпочитаемом Вами языке или способе общения.
Somali	Af-soomaali	UofL Health waxay siisaa adeegyada turjumaanka oo bilaash ah bukaanka iyo qoysaska ku hadlaan Ingiriisiga xaddidan iyo kuwa dhegoolaha ah/maqaalka adag. Fadlan la wadaag luqadda aad doorbidayso ama habka aad ula xiriirto daryeel bixiyayaashada.
Spanish	Español	UofL Health proporciona servicios de interpretación sin costo a pacientes y familias con dificultad para comunicarse en el idioma inglés, con sordera o problemas de audición. Por favor, indique el idioma o la forma de comunicarse que usted prefiere a sus prestadores de atención.
Swahili	Kiswahili	UofL Health hutoa huduma za mkalimani bila gharama kwa mgonjwa na familia zisizo na uzoefu wa lugha ya Kiingereza na viziwi/walio na ugumu wa kusikia. Tafadhali shiriki lugha unayopendelea au njia ya kuwasiliana na watoa huduma wako.
Vietnamese	tiếng Việt	UofL Health cung cấp dịch vụ thông dịch miễn phí cho bệnh nhân và các gia đình có trình độ tiếng Anh hạn chế và bị điếc/khiếm thính. Vui lòng cho nhà cung cấp dịch vụ chăm sóc của quý vị biết ngôn ngữ hoặc cách giao tiếp mà quý vị mong muốn.

