

Welcome Guide for Patients and Guests



Frazier Rehabilitation Institute | Heart Hospital | Rudd Center
Jewish Hospital | Mary & Elizabeth Hospital | Peace Hospital
Shelbyville Hospital | South Hospital | UofL Hospital

U^{of} 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'.

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

UofL Health offers free Wi-Fi to all patients and visitors. To connect your device, choose the “**ulhGuest**” network option. Once connected, a disclaimer page with a username and password will appear. Please read and affirm the disclaimer.

You will need to type in the below username and password information to use the Wi-Fi network:

- **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, “202501guest” would be the password for January 2025.

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



UofLHealth.org/Patients-Visitors/Patient-Portal

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



UofLHealth.org/Patients-Visitors/Visitor Policy

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

To request your medical records for a UofL Health hospital facility or medical center, you will need to fill out a Medical Records Request form. The completed form can be sent to UofL Health using the following three options:

- **Mail:** Please send to Attention: Release of Information
225 Abraham Flexner Way, Suite 650
Louisville, KY 40202
- **Fax:** 502-627-1806
- **Online:** Visit UofLHealth.org/Patients-Visitors/Medical-Records-Requests or scan the QR code to the right with your smart device



UofLHealth.org/Patients-Visitors/Medical-Records-Requests

Payments for release of information requests can be made online.

If you have questions about your medical information, you can reach the Health Information Management team by calling **502-217-1900** and selecting option one.

Other Services and Resources

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

Examples include, but are not limited to:

- ATMs
- Campus maps
- Chaplaincy services
- Gift shops
- Hygiene products
- Interpreter services
- Nourishment areas and vending options
- Parking maps/guest passes
- Pharmacy services
- Security services
- Social services
- Support groups
- TV channel guides
- Specialized therapeutic programs such as dog, music and art therapies
- 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**.

Equipment You May Encounter During Your Hospitalization

Blood Pressure Cuff

Instrument used to measure your blood pressure. The cuff is wrapped around your upper arm and inflated.



Heart Monitor

A device that displays both your heart rate and heart rhythm.



Hospital Bed

Hospital beds are designed for patient comfort and safety. Some beds come with a bed alarm. The alarm alerts the staff to respond quickly to assist you when you are attempting to get out of bed without assistance.



Bed Alarm/ Chair Alarm

Bed and chair alarms are equipped with sensors that activate an alarm or warning light upon sensing a shift in pressure.

When a patient attempts to get up without assistance, the alarm alerts caregivers, allowing them to respond quickly and provide the necessary help.



Nurse Call Button

It allows patients in health care settings to alert a nurse or other health care team member remotely of their need for assistance.



Pulse Oximeter

A device that measures the oxygen saturation in your red blood cells. By attaching it to a fingertip, it offers fast reading.



Sequential Compression Devices (SCD'S)

Leg wraps that inflate and deflate around your legs. They help to prevent blood clots from forming.



Thermometer

An instrument that measures your body temperature.



IV Pump

A medical device used to deliver fluids in a controlled manner into a patient's body through your vein.





At UofL Health, we are driven to transform the health of the communities we serve through compassionate, innovative, patient-centered care. At our core, we are healers. We heal broken bones and hearts, save lives and share in both the joy and pain of our patients' and their families' health care journeys. You are why we do what we do, and we are grateful that you have entrusted us with your care.

Gratitude literally heals. Studies have shown that practicing gratitude can improve sleep, mood and immunity, and can decrease depression, anxiety, difficulties with chronic pain and risk of disease. It has the power to change the lives of both the giver and the receiver in very concrete ways, and there is often a ripple effect. That's why we created the Gratitude Heals program. It allows outpatients and their families to express gratitude for the cutting-edge and compassionate care they received at UofL Health in ways that can change lives.

Experience the healing power of gratitude by taking action:

- **GIVE** a gift of gratitude in honor of your doctor, nurse or other clinician.
- **SHOW** your gratitude by sharing your story.
- **VOLUNTEER** to help other patients.

Are you a grateful patient or loved one? We'd love to hear from you! Contact us with questions, concerns or comments at Give@UofLHealth.org or **502-587-4233**.

SCAN the QR code to donate or for more information on how to put your gratitude into action.



UofLHealth.org/Gratitude-Heals

.....

"I firmly believe that everything happens for a reason... It's no coincidence that the injury that took place took place in this specific place. The best neurosurgeons and spinal cord injury surgeons and the best rehab facilities that the world has to offer... You guys are part of the family forever and I truly, truly mean that."

— **Perris Jones, Spinal Cord Injury Patient**



You are always important to us.

**Tell us about your experience with us.
We value your opinion.**



You may receive a survey
by phone, email or text
asking you about your visit.

Please complete the survey. We
will use your feedback to make
improvements.



You may receive a survey by phone, email or text.

All responses are confidential

We need YOU!

Our Patient & Family Advisory Council needs **YOU!**

.....

A patient and family advisory council (PFAC) is a group of current and/or former patients, family members and caregivers of patients who collaborate with care team members to enhance the patient and family experience.

.....

SCAN the QR code
to view the
eligibility criteria
and to apply



UofLHealth.org/Patients-Visitors/Patient-and-Family-Advisory-Council/PFAC-Application



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 team 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
3. Frazier Rehabilitation Institute
4. Mary & Elizabeth Hospital
5. Peace Hospital
6. Shelbyville Hospital
7. South 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.

- Heart Hospital and Rudd Center, 201 Abraham Flexner Way, Louisville, KY 40202
- Jewish Hospital, 200 Abraham Flexner Way, 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
- South Hospital, 1903 W. Hebron Ln., Shepherdsville, KY 40165
- UofL Hospital, Patient and Family Relations Department, 530 S. Jackson St., Louisville, KY 40202
- Frazier Rehabilitation Institute, 220 Abraham Flexner Way, 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 team 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

For Compliance and Privacy concerns:

UofL Health – Compliance,
Corporate Risk & Audit Services
502-588-2300
Compliance@UofLHealth.org





Personal Belongings

UofL Health does not accept responsibility and will not reimburse for the loss of money, jewelry, eyewear, hearing aids, dentures, cell phones, clothing or any other personal property that you bring to UofL Health.

You are strongly advised to send any valuables home with family or friends.

Personal belongings should never be left on dietary trays or in the bed.

If you are unable to send your valuables home with a family member or friend, you may ask a UofL Health team member to reach out to Security to have your valuables safely stored until you discharge. You will be required to sign out your belongings at discharge. Belongings left with Security will be stored no longer than 30 days following your discharge date. If left for more than 30 days, your belongings will be destroyed or donated to charity.

You must inform your nurse if you bring any home medical equipment to UofL Health facilities (e.g. home insulin pumps, BiPAP machine, CPAP machine) and adhere to UofL Health policies regarding its use. You are responsible for your personal equipment.

Identifying Your Care Team

At UofL Health, team members can easily be identified by the color of their scrubs. The following is a color guide and list of team members who are required to wear each color.



Nurses – Galaxy Blue

- RNs
- LPNs
- APRNs



Rehabilitation Services/ Behavioral Health – Gray

- Behavioral Analyst
- Intervention Specialist
- Program Specialist
- Physical Therapist
- Occupational Therapist
- Speech Therapist
- Rehab:
 - Team members will wear scrubs or khaki pants and polo shirt



Support Staff – Wine

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



Environmental Services – Green



Clinical Ancillaries – Ciel Blue

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



Emergency Department Paramedics – Navy



Transporter – Black



Interpreters – Eggplant

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 codes below or visiting the websites listed below.



UofLHealth.org/Daisy-Award



UofLHealth.org/Bee-Award





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.

Meals

Patient Dining

For our patients at UofL Health – Frazier Rehab Institute, Mary & Elizabeth Hospital, Jewish Hospital, Heart Hospital – a part of Jewish Hospital, Rudd Center, Shelbyville Hospital, South 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 Frazier Rehab Institute, Jewish Hospital, Heart Hospital, Rudd Center and UofL Hospital
- **502-361-6767** for Mary & Elizabeth Hospital
- **502-647-4379** for Shelbyville Hospital
- **502-955-3099** for South Hospital

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

Cafeteria Dining

Frazier Rehab Institute/Jewish Hospital/Heart Hospital/Rudd Center

- **Chestnut Café** (located on the first floor of Jewish Hospital)
 - Open 6 a.m. - 11 p.m. daily
- **Starbucks** (located on the first floor of Jewish Hospital)
 - Open 7 a.m. - 3 p.m. (Monday-Friday)

Mary & Elizabeth Hospital

- **Cafeteria** (located on the ground floor)
 - Open 7 a.m. - 7 p.m. daily

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.

South Hospital

- **Café South** (located on the ground floor)
 - Open 6:30 a.m. - 2 p.m. (Monday-Friday; additional times may vary)

Cafeteria Dining, continued...

UofL Hospital

- **The Patio Café** (located on the basement level of the UofL Health – Jackson Street Outpatient Center)
 - Has breakfast, lunch and dinner options available
 - Open 6:30 a.m. - 2:30 a.m. daily
- **Starbucks** (located on the first floor of UofL Hospital)
 - Open 6:30 a.m. - 2 p.m. (Monday-Friday)
- **Other nearby restaurant options**
 - Chick-Fil-A
 - Panera Bread

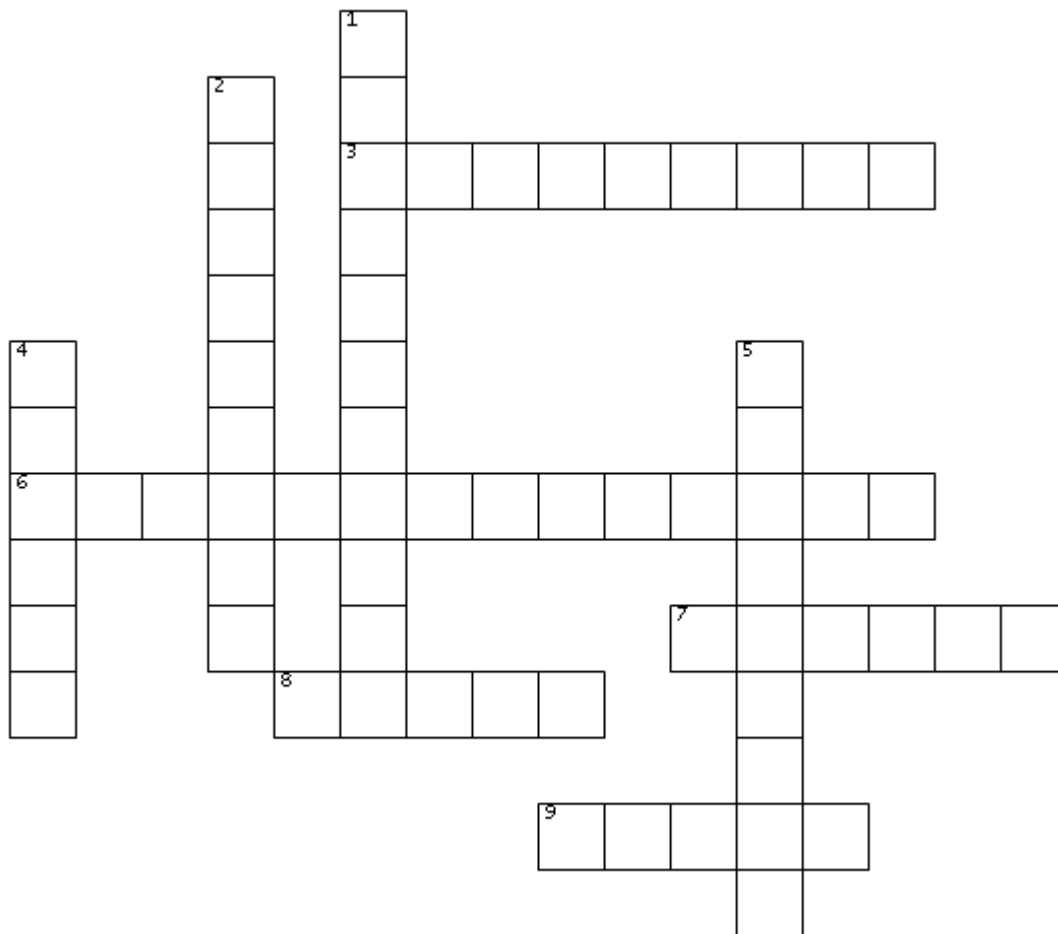


Activities

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	

Crossword Puzzle



ACROSS

3. UofL Health has seven _____ rooms
6. UofL Health – Frazier _____ Institute
7. UofL Health – Brown _____ Center
8. UofL Health – _____ is UofL Health's behavioral health care hospital
9. UofL Health – _____ Hospital is the first inpatient hospital in Bullitt County

DOWN

1. UofL Health – _____ Hospital is located on Colonel Harland D. Sanders Medical Campus
2. UofL Health is the official health care provider of the University of Louisville _____
4. Comprehensive _____ Center
5. UofL Health – Mary & _____ Hospital

Activities

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

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.



UofL Health



Frazier Rehabilitation Institute

220 Abraham Flexner Way | Louisville, KY 40202

502-582-7400

Heart Hospital and Rudd Center

201 Abraham Flexner Way | Louisville, KY 40202

502-587-4000

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

Shelbyville Hospital

727 Hospital Drive | Shelbyville, KY 40065

502-647-4000

South Hospital

1903 W. Hebron Lane | Shepherdsville, KY 40165

502-955-3000

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

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

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

- UofL Health has seven _____ rooms
- UofL Health - Frazier _____ Institute
- UofL Health - Brown _____ Center
- UofL Health - _____ is UofL Health's behavioral health care hospital
- UofL Health - _____ Hospital is the first inpatient hospital in Bullitt County

DOWN

- UofL Health - _____ Hospital is located on Colonel Harland D. Sanders Medical Campus
- UofL Health is the official health care provider of the University of Louisville _____
- Comprehensive _____ Center
- UofL Health - 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**.

Keturah Bowe, MD
Family Medicine

UofL Physicians

UL Health

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

THAT'S THE POWER OF U

Visit UofLHealth.org

Call 502-588-4343 for an appointment today

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 အင်္ဂလိပ်စကားစွတရရှိ အကန့်အသတ်ရှိနေသောနဲ့ နားထောင်ရေး/နားထောင်ရန် အခက်အခဲရှိနေသော လူနာများနဲ့ မိသားစုများအတွက် ကုန်ကျကြေးမရှိဘဲ စကားပြောရန်အခက်မရှိဘဲ ပြောဆိုနိုင်စေရန်အတွက် အကူအညီပေးနေပါသည်။ ကျေးဇူးပြု၍ သင့်အတွက်လိုအပ်သည့်စကားစကား သို့မဟုတ် သင့်အတွက်အကူအညီပေးသူများကို ဆက်သွယ်သည့်နည်းလမ်းကို မြေပေးပါ။
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 دارای 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'anank ri' na tojtaltaj, jachintajle na ke kowintaj ke tzijon pa inglés, ri etokon, rachil ri ewinaq ri k'o tan jule yab'il kiriqon cher chi na tataj ri ki jolom. Chib'ana jun toq'ob chi q'achej wa we tzij chikech ri iwajil itz'aqan.
Karen	ကညီကျိင်	UofL Health အိန်ဒီးတတ်ကျိးထံစာတော်အခါလီ လာပုဆါဒီး အဟံပိယိထိသုတ်တဖန် လာတသ့ အဲကလံးကျိင် အါအါဘုဒီး ပုနံယာ/နံတအါသုတ်တဖန်အဂီနံလီ. ဝံသးစူ ဟံပျါထီင် ကျိင်လာနအိန်ဒီး မ့တမ့ ကျိကျဲလာကဆဲးကျိးဒီး ပုကွင်ထံနအဂီနံတကွင်.
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'abatumva/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 انگلیسي محدود مهارت لري او کانه وي/په اوریدلو کې ستونزه لري. لطفاً د خپلې خوښې ژبه یا د ارتباط طریقه 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/maqalka 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.

