

Chon safei non PeaceHealth (ika ewe chon poporaus fan iten ewe chon safei) a wor an pwung reom...

**ar repwe meninituk, asamoluk me weweiti mefian.** ei taropwe a pachelong om pwung ren:

- Om kopwe angei me mefi an ekkewe chon angang asamoluk resap nenengeni ierum, ia en chon meni ainang, pwal meni fonu ka feito seni, lamelam, eoreni, fwosun fonus, ika en mi teer, ia nonom, mwan ika fefin, amaiwa, ika en emon met, pwal mefiom.
- Tumunun pochokulen inisum mi enisuk ren om nukunukoch, pwal ar asamolu mefiom ren met mi auchea ngonuk, om luku me filiom pwal om filata masouan ekiekum, manauom, pwal om filata an epwe wor chiechiom me sopwelo om kakaio;
- Kopwe tumun lon eu leni mi nukunukoch ese wor osukosuk ren emon mi mirititi epwe kuna a silei pun mi murine ewe leni ena leni a awoa tumun ren pekin alilisin ach ekiek pwal tumunun inisich pun sisap feiengaw.
- Ren om kosap mefi riafou seni ekkew chon angang, ren ar resap emenungaw seni tumunum ika turunufaseok {lon ar fwos, pwal eriafou ekiekum, ika fen efeiengawai inisum ren pwal lisou ngonuk lon turunufos, angei noum moni, fotuk ika awetok.

**Tumunun om pochokul** A pachelong om pwung:

- Tichiки porausan om samau, planinin safei ren met ra kuna epwe awewe lon eu lapalap an epwe mechers om weweiti, epwe auchea kopwe aponueta met ra ekieki ren om churi korman lon ewe leni ika pwal lon ekkewe ekkoch lenien safei/pwal pachelong okkoten tumunun pochokulen inisum.
- Angei porausom mi auchea ren om kopwe silei fichi met kopwe fori ren tumunun pochokulom, pachelong awewen met ekkewe chon angang repwe fori ngonuk ren kokotun tumunum, ika an korman angang wom me mwen ar poputa wom chinon ika ewe angang repwe fori wom atepwalepwal; nge ka tongeni auwelo ewe angang, a pwal wor ekkewe osukosuken angangen reirei nge ar achocho ngeni pun ra silei pun en kopwe pochokul ren.
- Angei poraus usun safeian metek an epwe echikerok pwal ekkewe ekkoch alilisin akukunalo metek, meni chok a alisi ewe osukosuk.
- Angei poraus usun met epwe tongeni fis ngonuk pwal pungulon ewe angang wom.
- Om kopwe angei alilis ika epwe wor angang atepwalepwal wom awewe ren angangen fich sasing ika chek, ika ar achocho le aukuku om we osukosuk ika pwe kopwe pwal mokut ngeni eu kinikinin tumun a kon wate seni ewe ka nom lon. Ei angang amwekutuk repwe poraus ngonuk akom won ren auchean me popun me wewen.
- Ika ka mochen repwe poraus ngeni pwal ekkewe ekkoch Korma fan item nge kopwe moni.
- Tungor mwich ngeni ewe pekin akkota tumunun emon me emon

**Tumunioc** Ei a pachelong om pwung:

- Ekkewe chon tumun lupwen a pwungulo pwe rese fofor mi ngaw ngonuk, ren amonungaw senuk lupwen epwe auchea repwe alisuk, ika angei senuk metoch pun mi fich ngenir, sonani pisekum ika fen an alluk uu ngonuk.
- Kopwe silei ren ach tumumu emon me emon epwe pwal auchea sipwe wata video ika metoch ach sipwe rongorong epwe wor lon roomwan emon me emon, ika lon ewe lenian tumun pwal ewe lenian akasoso.

**Auchean poporaus epwe tour poraus me ekkewe poraus.** Ei a pachelong om pwung ren:

- An epwe wor chon chiaku fan item, nge esap kamo
- Epwe wor allen poporaus ngonuk ren metoch mi auchea om kopwe chechemeni Om kopwe chekin maas, om poraus, seningom, ika pwal met mi aosukosukeok.
- Om kopwe filata emon epwe alisuk ren kokotun tumunun pochokulen inisum m e kokotun ren filata. Nge resap pwal eisinuk ika ewe chon alisuk epwe awora pisekin pwarata ika en mi kan ngeni;
- Ar repwe areni noum we Korma, me chochon om family ika iowe a filita fan item ar repwe esile ngenir esap mang om ka tolong lon pioing.
- An epwe wor chon Amwok ren io ka filata, pachelong nge nge ese aukuk seni: Puluom, ika chiechieom chok ina mo ika emon fefin ika mwan lon imom we, ika chochon lon om family, ika chienom chok, ka tongeni pwal aukalo ekkei aramas io ka filata ar resap chiwen feito reom ese lifilifil inet.
- Repwe esillesil ika en mi mochen kopwe pachelong lon ewe angangan pekin Kuta. Ka tongeni pusin filata ika kopwe pwal pachelong.
- Pokiten en mi nounou medicare epwe auchea repwe esilesil ngonuk met epwe mo fan noum na taropwen safei. A pwal wor om pwung ika pwe re atouu mutiruk me lon pioing.
- Om touou epwe wor planinin ren fan itan om kopwe sopwelo tumunun pochokulen inisum me murin om touou me pioing.
- Epwe auchea kopwe silei met an ewe clinic ka kan sesafei io met ra pwipwi ngeni an ekkena alilis tumunu pochokulen inisum ren ar repwe pwal referini ngonuk.
- Om kopwe silei pwal ekkoch allen momoti mi kawor seni ewe lenien safei ena alilis a feito seni ekkewe pwal ekkoch lenien tumun.

**Tumunum** Ei mi pachelong om pwung ren:

- Om kopwe silei itan ekkewe chon angang ngonuk me wiser. Io we a filita pwe epwe osen noum chon angang lon ena fansoun.
- Silei io Korman, pwal ekkewe mi license usun chok korman pwal meinisin chon alilisin ewe korman le tumunuk.
- Ka pwal tongeni alilis ren tumunum pwal ren met ka filata ren kanen om ei fansoun ekkewe chon angang ra tongeni alisuk ren om kopwe kinamwe chok, ka tongeni filata ika epwe wor chon ekinamwei lon mokurom ren an poraus, pwal poraus allim ren om luku.
- Forata eu taropwen awes me tou epwe tichik met om mochen won. Kopwe akuna ngeni ekkewe chon angang pun repwe pwal epenueta.
- Chon angang repwe ngonuk porausan organ donation lupwen kopwe eis ika tungor.
- Om monom onolo lupwen kopwe nounou, ar sufolutuk, asamoluk, ekinamweok, pwal tumunu porausom lon pioing me rekotim lon pioing:
- Ka tongeni pwal wata aukuk won noum we recodin pioing ren io epwe tongeni katol.
- Ka tongeni angei kapin noum kato eoch ina mi kamo nge esap mang seni ewe aukukun fansoun.
- Ar repwe aweweni fichi ngonuk tichikin memeom lon pioing repwe pwal tongeni alisuk ren pekin apply monien alilis an epwe tongeni meoni eoch ewe liwinimang
- Eis kapas eis ren met mi ekewil won om we liwinimang Kopwe kokori Patient Financial Services (pekin alilis ren momon liwinimang lon pioing) 1-877-202-3597

#### **PeaceHealth chon safei ( ika chon tumunur, io a kefilita) wiser:**

- Pachelong ren okkoten ewe filata ren tumunun pochokulen insium.
- Aporausa tichikin porausom ren om tikan pioing, met mi fifis ngonuk ren samau iei mwen me mwirin om ei ka chuuto.
- Ka kan tongeni kapas eis pwal esile ngeni noum we korman ika om kapas eis ese polu. Ika esap ponueta kokotun me om fori pwungun ewe angangen safei ra fori fan item;
- Esile ngeni ekkewe chon tumun ekewil nonomun pochokulen inisum, met ka eani lolilen ren tumunum/ika met mi epeti ika aweiresuk lon om kuta pochokulen tumunum;
- Ngenir poraus ren usun om tufichin moni ar alisuk ika mi pwal wor eu sokkun allen om moni ewe alilis ren ar repwe sopwelo angang ngonuk;
- Weweitii me meniti nonomun ekkewe ekkoch pwal asamolu ar pwung.
- Om aucheani me sufoluti chienom kewe ka pwal wata won pisekir kewe om kosap angei mwal ei ika atapa fengen me aponueta allukun ewe leni ka nom lon.
- Fofor eoch me nonom fan pwung pun om fori ei a pwal alisi me tumunu ewe leni seni feiengaw me osukosuk.
- Fori ukkukun om tongeni le eponueta met ka tipeu ngeni ren tumunun pochokulen inisum ren om kopwe pochokul me chikar seni om we samau;
- Sufolit me eponueta ewe allukun PeaceHealth pun eu leni esap wor epwe wato supwe ika ekkewe pekin miti io.

**Ka tongeni poporaus ngeni ewe pekin ren met mi aosukosukaok, ika met mi aweiresi nonomun pochokulen inisum lon ewe leni ka tongeni awora ei lon poraus ika lon foufoun mesan maak epwe wor chon repwe etto poraus ngonuk murin esap mang ren epwe tawelo om we osukosuk.** Tungor kopwe poraus ngeni ewe kangof a wate wisan lon ewe leni ka nom ia ika ewe meilapan ewe leni pwal poraus ngen emon chon ewe kumian aukuku osukosuk lon PeaceHealth. Ka tongeni pwal wato lon taropwe om osukosuk ren ar repwe atawai ren ewe pekin (grievance) atawen osukosu lon taropwe ngeni ewe state ke nom ia nge kosap nuckus ren om ekieki pun repwe poluenuk.

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<b>PeaceHealth St. John Medical Center</b> 1615 Delaware Street Longview, WA 98632 360-514-2286	<b>PeaceHealth Southwest Medical Center</b> 400 NE Mother Joseph Place Vancouver, WA 98664 360-514-2286	<b>Washington State Department of Health</b> HSQA Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857  Phone nampa: 360-236-4700 Nampa ese kamo: 800-633-6828 Fax: 360-236-2626  tinalo won mechal: HSQA aporausa omosukosuk ngeni ikkei@doh.wa.gov