

# Kwōj ruwainene ñan Doulol eo an Multicare ikijjen Ājmour in Mwil

Jej jilkinwōj juon pakij ñan client kāāl ro ad bwe en bar etaale aolep ālikin appoinmen eo aṃ jinoin tata ilo telepoon/aunlain. Pakij in ej ñan etaale im kadedeļok. Pakij kein rej iwōj ilo appoinmen eo jinoin tata. Ilo ad kōmadmōd in tele-therapy, jej kōṃaan wōt bwe kwōn maroñ in bōk im kanne pepa in.

Jouj lale, ewōr bar jet pepa kwōj aikuj in jain im karṃole. Peij kein eṃōj aer aelait ñan aṃ lale. Jej kajjitōk bwe kwōn likūt raan eo, jain ak leta ko an jinoin eo an etaṃ ilo jikin ko eṃōj kakōļle āinwōt “Jikin Likūt Raan im Jikin Jain an Client eo” Ñe client eo ej juon ajri eo an 13 iio ak rūttolok, ajri eo ej aikuj jaini pepa ko, ak juon iaan jinen ak jemān/rilale ekkar ñan kien emaroñ jaini pepa ko. Innām, jouj jeje etan client eo ilo kajojo peij.

## **Pepa ko WŌT ñan rṃol rej:**

1. **Kile kōn Jekjek ñan Uno & Enaan in Kōmeļeļe ikijjen Jāān – Rinaninmej ro rej taktō im rṃol wōt raan eo (Outpatient)**
2. **Mālim ñan Bōk Jibañ ko ilo Telemedicine**
3. **Enaan in Kōmeļeļe ikijjen Jikin Taktō eo**
4. **Pepa im Jain ko**
5. **Mālim kōn DSHS ñan Duoļok Meļeļe (Greater Lakes Wōt)**
6. **Aolep Kein Joñak/Jikriin rej iwōj ñan dedeļok**

Kobaļok, jej lewōj elōñ bar wāween oktak ñan aṃ karṃol pepa ko rej jain im dedeļok.

- KWE maroñ karṃol pepa ko ilo US Mail (epād juon eṃpiļoob eo eṃōj an jitaṃe kadede),
- KWE maroñ karṃol pepa ko ilo aer kajju ļok ñan jikin eo kwōj bōk jibañ ko kōn Ājmour in Kalmenļokjen ak Uno in Kakkure (SUD- Substance Use Disorder) (atōrej, poon im fax rej pād ilo laajrak in ila!)

**Greater Lakes Mental Health:** 9330 59<sup>th</sup> Ave. SW, Lakewood, WA 98499. Fax 253-620-5002. Poon 253-620-5150.

**MultiCare Behavioral Health:** 325 East Pioneer, Puyallup, WA 98372. Fax 253-697-8393. ak email e pakij eo ñan [bhmedicalrecords@multicare.org](mailto:bhmedicalrecords@multicare.org). Poon 253-697-8530.

**Navos Mental Health:** 1210 SW 136<sup>th</sup> St., Burien, WA 98166. Fax 206-257-6830. Poon 206-257-6609.  
1033 SW 152<sup>nd</sup> St., Burien, WA 98166. Fax 206-257-6830. Poon 206-257-6609.

Ñe ewōr aṃ bar kajjitōk ak abṃōṃō kōn jermal in jemaroñ jibañ eok kake, jouj im kall ae juon iaan nōṃba in telepoon epād ilo laajrak in ilōñ im jenaaj kajeoñ in uak e kajjitōk ko aṃ.

Koṃṃool,

Kumi in Jermal im Etaale Meļeļe ko ilo Doulol  
eo an Multicare ikijjen Ājmour in Mwil



# Kile kōn Jekjek ñan Uno & Enaan in Kōmelele ikijjien Jāān – Rinañinmej ro rej taktō im roḷ wōt raan eo (Outpatient)

Ij errā im leḷok mālim ñan bōk jibañ ko an ro rej taktō kōn **Ājmour in Kalmenḷokjen** im roḷ wōt raan eo jānjān Doulol eo an Multicare ikijjien Ājmour in Mwil (Greater Lakes Mental Health, MultiCare Behavioral Health (MBH), Navos).

Ij errā im leḷok mālim ñan bōk jibañ ko an ro rej taktō kōn **Uno in Kakkure** im roḷ wōt raan eo jān MultiCare Behavioral Health Network (Greater Lakes Mental Health, MultiCare Behavioral Health (MBH), Navos).

**MĀLIM ÑAN LALE:** Ij errā ñan lale im bōk uno jān MultiCare Health System ("MultiCare") koba ippān rijerbal in ājmour ko jet rej jermal ilo ak koneek ñan MultiCare (ilo waanjoñak. Navos, MBH, Greater Lakes, Behavioral Health Network (BHN)) ro eḷoj karōk ñan leḷok lale ñan eō. Mālim in emaroñ koba teej ko, iien etaale, kōḷḷan laab, ājmour in kalmenḷokjen, ak uno ñan jibañ añur eo ñan uno ko rekajur. Ij melele ke ewōr aō jimwe ñan kajjitōk kōn lale eo aō ilo jabdewōt iien, im ñan aō kōḷḷan aō kelet ikijjien lale eo ñan eō.

**EJJEḷOK ALIKKAR IN JEMḷOK AK MOUR:** Ejjeḷok kallimur ak alikkar in jemḷok ko ak mour eḷoj aer kōḷḷan ñan eō.

**PIJA ÑAN UNO, KWAḷOK NAÑINMEJ IM/AK KAJEEM:** Ñan unin kwaḷok nañinmej rōt eo aō im uno, ij kōtḷok an jet pija ko bōk im kōjerbale. Ej koba bideo im etaale kein jermal ko ak wāween rekoot. Pija kein remaroñ jermal ñan kobaiki melele ko kōn nañinmej ak jorāān eo aō. Jet pija rekar jermal juon wōt alen im jako ilo iien eo eḷojkata tata ñe ejako aikuji. Ko jet remaroñ in ḷōttan rekoot in ājmour eo aō, ilo kelet eo an jikin taktō eo aō. Kein pijaik ña emaroñ bar bōk ñan unin kwaḷok kajeō.

**PIJA AK REKOOT IN JIKIN ĀJMOUR IM JIKIN JERBAL:** Ij melele ke ij aikuji bōk mālim jān aolep jikin taktō (ko) im jabdewōt bar armej ro rej pād ḷokta jān aō bōk pija ak kōḷḷan bideo kōn jabdewōt ro uwaan kumi in lale eo aō. Ij bar melele ke ijjab maroñ in rekoot unin iien kōnono ko ilo aō jab ḷokta bōk mālim in aolep armej ro rej rekoot.

Ijela ke jikin taktō eo aō ej kōjerbale kein rekoot bideo ilo jikin kōttar ko im ilo jikin ko jet (āinwōt jikin paak wa) ñan unin ko ikijjien kōjparok im jermal.

**ERRĀ IKIJJEN JĀĀN** Ij errā in kōḷḷā ro rej koneek ñan MultiCare (Navos, Greater Lakes, MBH) ñan lale ilo joñan wōnāān ko im jekjek ko rej ekkar ñan lale eo aō im jabdewōt injuran in ājmour eo ewōr aō. Ij kōtḷok Multicare ñan lale jabdewōt kwaḷok kōn jab tōprak eo ekar etal jān kōḷḷan in injuran eo aō. Ñe juon bar bade eban kōḷḷā, ij errā in kōḷḷā kōḷḷajerbal ko rej etal, ikijjien jabdewōt kakien an errā eo ak kien eo. Ñe juon bar bade ekar kōḷḷane jorāān ko aō, ij melele ke MultiCare emaroñ bael ḷuri eo an jermal in ājmour ko āinwōt an pād iumwin RCW 60.44.010 (Pepa in ej pād wōt ilo jidik in tōprak ko an jabdewōt keij kataō im bade eo ekar kōḷḷan aō jorāān.) Ñe bill eo aō ej etal ñan juon lawyer ak juon agency in koleek, inaaj kōḷḷāiki aolepān wōnāān ko an lawyer eo, koba ippān jabdewōt joñan ḷapḷok im jabdewōt joñan eo ij ḷuri ki. Melele kōn jaaj ko ñan jermal in ājmour rej peḷḷok ñe ewōr kajjitōk. Ij melele ke ewōr aō jimwe ñan kajjitōk ñan bōk melele in.

Kwaḷok kajeen Rinañinmej eo – Likūt Pepa eo an Rinañinmej eo Aolep Iien

Etan Client eo:

MRN #:

CSN #:

Iiō / Ñe emaan ak Kōrā:

**KILE JEKJEK ÑAN UNO & ENAAN IN KŌMELELE  
IKIJJEN JĀĀN – RINAÑINMEJ RO REJ TAKTŌ IM  
ROḶ WŌT RAAN EO**

Peij 1 JAN 3



60-0840-7 (12/23)

Ij mejele ke ij jikin taktō eo aō emaroñ jilkinlōk mejele ko aō ñan bade ko jet āinwōt Doulol in Lale, Medicare, Medicaid, bar jet. Aolep mejele ko an client rej jilkinlōk ñan kain agency kein reban duojlōk im rej jermal wōt ñan unin kōmman bill ko. Ij lelōk mālim im lelōk maroñ eo ejjenolōk ikijjien ājmour in kalmenlōkjen im/ak mejele ko ikijjien kōjerbale uno ko rekajur ñan agency kein.

**AGENT & RO EWŌR KŌN IPPĀER:** Jabdewōt iien MutiCare ej waļok ilōñ, ej aō kōttōpar ñan kobaiki rijerbal ro an, opiija, agent, lawyer, bade ko jinoin im ko jet im agent in kleim, ritōl ro an bade ko jet im agency in koleek, koba agent ak rijerbal ro aer, ñan bōk jabdewōt mejele MultiCare emaroñ in bōk.

**MEDICARE:** Ñe ñaij juon eo ej bōk kuṅaan ilo Medicare, ij mejele ke ij aikuj in kōllā wōnān jermal ko rejjab pād iumwin Būrookraam in Medicare. Emaroñ kobaiki, ak ejjeļok joñak ñan jermal ko rej bōk eddo jān injuran in wia, ak ijo juon bar bade ej an eddo ñan jabdewōt akjiden ak jorān eo ej aikuj ñan lale eo aō, koba ippān jermal ko rejjab bōk eddo jān Medicare.

**INJURAN EO JUON:** Emaroñ wōr aṃ bar juon injuran ñan lale ilo jeraṃman ko aṃ iumwin Medicare ak injuran ko jet.

**MAROÑ ÑAN TELEPOON, EMAIL, TAAKIJ:** Ij lelōk mālim im maroñ ñan MultiCare im ro rej koneek ippāer:

(1) ñan kepaak eō ilo telepoon nōm̄ba eo ej koneek ippa, koba nōm̄ba ko ejjeļok tō ej aikuj ñan e (cell); (2) ñan likūt wōt enaan in voicemail ñan eō, im kobaiki mejele kein rej aikuj jān kakien (koba kakien ko ikijjien aini ṃuri) im/ak joñan ko rej ṃuri ippaṃ ; (3) ñan jilkintok ñan eō taakij ak email ilo an kōjerbale jabdewōt email ak atōrej ilo cell ij lelōk im; (4) kōjerbale rekoot in ainikien ko ṃokta lōk im/ak im kein kall ko (juon “kein aṃ make kall”) kobaļok jabdewōt wāween kepaak eok ak epaake jermal ko eṃōj aer jikeduul im akkaun eo aō, ñan ñe eṃōj ak katak kōn kelet in “duojlōk” koba ippān email rōt kein ak taakij ak ñe eṃōj aō kōjjeļāiki MultiCare ilo jeje ñan an jab wōnmaañlōk wāween kepaak ro jet ilo aṃ kōjerbale ial ko. (Ij mejele ke jermal in duojlōk emaroñ bōk lōk ñan joñoul (10) raan in peejne.) Ij mejele ke ijjab aikuj in bōk naan ko ilo jekjek kein āinwōt ṃōttan bōk jermal ko ilo MultiCare ak ko rej koneek ñan er.

**EMAIL EO EWŌR MEJELE IN ĀJMOUR EO Aṃ MAKE; MYCHART:** Ij mejele ke ukok email, taakij, ak wāween kepaak ro jet ilo jeje ippān jikin taktō (ko) aō ak jet bar uwaan kumi in lale eo emaroñ jemlōk ilo an mejele in ājmour ko rej aō make duojlōk ñan armej ro ejjeļok aer mālim, im ke MultiCare ejjab maroñ kantūrol wōn ej lale mejele rōt kein ñe rej etal ilo juon wāween eo ejjeļok kein kōjparok. Ij mejele ke MultiCare ej lelōk “MyChart” ñan aolep rinañinmej, eo ej lelōk juon ial eo elikio an kein kōjparok im ial eo an kōjparok ñan kōnono ippān eloñ iaan jikin taktō ko, bōtaab ejjab aolep MultiCare jikin taktō rej kelet in kōjerbale MyChart. Ñe ij jinoe ak uak e wāween kepaak armej ro ilo ad kōjerbale ial ko ejjeļok aer kein kōjparok, ij lōmṃak kauwōtata in mejele ko remaroñ oktak, im ij lelōk mālim ñan MultiCare im jikin taktō ko ñan kepaak io ilo aer kōjerbale jermal eo, ñan ñe ak ñe ij kelet in duoj jān wāween kepaak doon in ilo aō kōjjeļāiki jikin taktō eo aō ilo jeje, kōtlōk ñan joñoul raan in peejne in kōmman jabdewōt oktak ilo wāween kepaak doon ko aō.

**JERBAL KO REJ WŌNMAAÑLŌK / MĀLIM ILO Aṃ MOUR WŌT:** Ij mejele ke ewōr aō jimwe in kōmmane jermal ko rej wōnmaañlōk ñan Ājmour (Ekkā kwaļok āinwōt juon “Mālim ilo aṃ mour wōt.”) im/ak Jermal ko rej Wōnmaañlōk ñan Ājmour in Kalmenlōkjen. Ij mejele ke imaroñ bōk mejele kōn kakien eo ikijjien Jermal ko rej Wōnmaañlōk jān jikin taktō eo aō. Ñe eṃōj an dedeļok aō kanne pepa in Jermal ko rej Wōnmaañlōk, ij errā in lelōk kape in pepa (kein) ñan jikin taktō eo aō.

**PEPA IN LEĻŌK MĀLIM IKIJJEN ĀJMOUR / PEPA IN LEĻŌK MĀLIM IKIJJEN ĀJMOUR IN KALMENLŌKJEN:** Ij mejele ke imaroñ kelet juon bar armej ñan kōmmane kelet in ājmour ak ājmour in kalmenlōkjen ko aō ilo iien ko ijjab maroñ kōmmane. Emaroñ koba kelet in ājmour ko (koba kelet ikijjien mej im mour) koba kelet in ājmour in kalmenlōkjen. Imaroñ lelōk ñan MultiCare kōn kape ko, ak ijeļokin ba ñan MultiCare kōn ia eo rej pād ie.

Kwaļok kajeen Rinañinmej eo – Likūt Pepa eo an Rinañinmej eo Aolep lien

Etan Client eo:

MRN #:

CSN #:

liō / Ñe emaan ak Kōrā:

**KILE JEKJEK ÑAN UNO & ENAAN IN KŌMEJELE  
IKIJJEN JĀAN – RINAÑINMEJ RO REJ TAKTŌ IM  
RŌĻ WŌT RAAN EO**

Peij 2 JĀN 3



60-0840-7 (12/23)

**KŌJJEĻĀ KO REKADU IM KILE KO:** Eṃōj letok juon naan in kwaḷoḷk jīmwe ko an juon armej ilo kajin eo aō im meḷeḷe ke imaroñ kepaak armej eo ej jermal iṃaan ak taktō eo aō ñe ewōr aō kajjitōk, eṃōj aō kōnaan kōn aō maroñ in kepaak doulol in rōjañ ko remaroñ jibañ eō ilo meḷeḷe kōn jīmwe ko aō, eṃōj aō bar bōk kape in pepa in im laajrak in ṃakūtkūt ko rekar jab jīmwe im meḷeḷe ñan ro ñan kepaak ñe ikōṃnaan bael aō abṃōṃō,

Ij meḷeḷe ke kein bu ko ak ire ko jet rejjab maroñ in jermal ilo jabdewōt MultiCare Behavioral Health Network (MCBHN) im enaaj itok kajjitōk bwe in eṃakūt jān ijo ñe ewōr aō kein tariṃae ko.

Imeḷeḷe ke agency in ājmour in ṃwil eo ej juon jikin eo e mō an wōr jepaake, men ko rejjab ekar ñan kien, arkool im marijuana; men kein eṃō aer pād ilo agency eo, Wia kake ak ajeij uno ko rekajur (rejjab ekkar ñan kien, uno jān taktō, arkool, bar jet.) eṃō aer pād ilo agency eo, Armej ro ej waḷoḷk aer kōjerbale uno ko rekajur/arkool renaaj aikuj in bar jikeduul aer appoinmen im etal jān ijo,

Mālim in enaaj pād wōt ñan juon ie eo ājmour in kalmenḷoḷkjen eo aō im/ak jermal in kōjerbale uno ko rekajur enaaj jemḷoḷk,

## Jouj jain im likūt raan eo ilaḷ:

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\_\_\_\_\_  
**Signature in Client (iiō 13 im rūttolok)**

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\_\_\_\_\_  
**Jinen im jemen/Ri-jutak ro ilo kien**

\*\*

\_\_\_\_\_  
Etan eo emwij je im kōtan

\*\*

\_\_\_\_\_  
**Raan**

Kwaḷoḷk kajeen Rinañinmej eo – Likūt Pepa eo an Rinañinmej eo Aolep

lien

Etan Client eo:

MRN #:

CSN #:

liō / Ñe emaan ak Kōrā:

**KILE JEKJEK ÑAN UNO & ENAAN IN KŌMEḷEḷE  
IKIJJEN JĀĀN – RINAÑINMEJ RO REJ TAKTŌ IM  
RŌOḷ WŌT RAAN EO**

Peij 3 JĀN 3



60-0840-7 (12/23)



# Mālim ñan Jerbal kōn Telemedicine

Ij mejele ke telemedicine ej kōjerbale mejele ko im kein kepaak armej jān juon jikin taktō ñan leļok jermal ñan juon armej ñe rej pād ilo juon jikin eo oktak jān jikin taktō eo ilo an loore wāween kepaak eo ilo iien eo ejimwe.

Ilo aṃ jaini pepa in, ij leļok mālim ñan MultiCare Behavioral Health (MBH), Greater Lakes Mental Health (GLMH) ak Navos ñan leļok jermal ko ñan eō ilo telemedicine.

Ij mejele ke kakien ko rej kōjparok ittino im an jab duojlok mejele in ājmour im ej bar jermal ñan men ko rekar itok jān eō ilo telemedicine.

Ij mejele ke Jerbal kōn Telemedicine ko remaroñ jab wōnṃaanļok ilo jabdewōt iien ippa make ak ilo an alikkar jān jikin taktō eo aō im Jerbal kōn Telemedicine ko ejako aer ekkar. Mejele kein renaaj pād ilo rekoot in ājmour eo aō. Ñe Jerbal kōn Telemedicineko rej wōnṃaanļok, inaa j bōk ilo telepoon wōt, ak jermal ko ilo-armej ñe ekkar.

Ij mejele ke ij aikuj in pojak im jimwe awa in aō etal ñan appoinmen ko an telemedicine.

Ij mejele ke ij aikuj pād ilo juon jikin eo ejjeļok roro, ak abṃōṃō ilo iien eo.

Ij mejele ke inaa j leļok telepoon nōṃba eo aō ilo jinoin iien eo, ñe ejjab jermal men ko an telemedicine, im iien eo enaa j aikuj wōnṃaanļok ilo telepoon.

Ij errā in kwaļok ñan jikin taktō eo aō ñe ewōr aō abṃōṃō ko rej epaake Jerbal kōn Telemedicine.

Ij mejele ke ewōr aō jimwe ñan bael juon abṃōṃō ñe ij eñjake ke jimwe ko aō rejjab loore, ewōr aō abṃōṃō kōn joñan lale/uno ko ij bōk ak ewōr aō abṃōṃō ikijjien Jerbal kōn Telemedicine ko.

**WĀWEEN KWAŁOK ABṂŌṂŌ:** EWŌR aṃ jimwe ñan kepaak e Washington State Department of Health (Rā eo an Ājmour) ñe kwōj tōmak kaunjelore eo aṃ ej kōṃṃane wāween ko rejjab jimwe āinwōt an kōmejele ilo RCW 18.130.180. Washington State Department of Health, Health Systems Quality Assurance, Complaint Intake, P.O. Box 47857, Olympia, WA 98504-7857 or 360-236-4700.

## Jeraṃṃan, Mq, im Kauwōtata

MultiCare Behavioral Health Network ej kōjerbale wāween HIPAA ñan kwaļok abṃōṃō ñan telemedicine. MBH, GLMH im Navos eṃōj an bōk buñtōn ko ñan kōṃṃane leļok Jerbal kōn Telemedicine ilo joñan an kōjparok, bōtaab ewōr wōt kauwōtata rej epaake jermal ko aunļain āinwōt aṃ maroñ roñjake iien kōnono ko iturim.

Ñe kein Jerbal kōn Telemedicine ko rejjab jermal, enaa j bojrak kall/make bojrak, jikin taktō eo enaa j kajeoñ in bar jinoe iien eo an telemedicine. Pedped ionon kain jermal eo, ñe ejjab tōprak, jikin taktō eo enaa j kepaak eok ilo telepoon im lewōj juon jermal ilo telepoon (kall) ilo an oktak. Ñe ejjab tōprak, jikin taktō eo enaa j kepaak eok ilo juon iien tokālik ñan bar jikeduul i jermal eo.

**Eṃōj aō lukkun riit im mejele kōn aolepān jikin ko ilōñ im maroñ bōk kape in pepa in kobaļok ilo aō jain ilaļ.**

Signature in Client (Aikuj 13 yio im rittolok): \* \_\_\_\_\_

Signature eo an jinen im jemen/ri lale eo ej bōk eddo: \* \_\_\_\_\_

Raan: \_\_\_\_\_

Kwaļok kajeen Rinañinmej eo – Likūt Pepa eo an Rinañinmej eo Aolep Iien

Etan Client eo:

MRN #:

CSN #:

liō / Ñe emaan ak Kōrā:

**MĀLIM ÑAN JERBAL KŌN  
TELEMEDICINE KO**



60-0841-8 (12/23)



# Enaan in Duoꞓłok an Kaunjeloro

Ñan maroñ in kalikkar jekjek in katak ko lōñtata ñan loore aikuj in lijen ko an Kakien in Ājmour in Kalmenłokjen, Behavioral Health Network (BHN) kobałok Greater Lakes Mental Healthcare, MultiCare Behavioral Health im Navos ej kōjerbale kaunjeloro ro rej katak ekkar ñan jekjek ko ikijjien katak in kalmenłokjen, jermal ippān armej, lap kōjerbale uno ko rekajur, im/ak unin ko epaake. BHN ej lełok jermal ñan ro ewōr men eo rej ioon e ilo eñjake, mwil, im kalmenłokjen im kōjerbale uno ko rekajur. Jermal kein rej koba ippān ak ejjab ñan joñan teej e aikuj ko, jibañ an juon make/baamle/doulol ñan rūtto im ajri, im lale keij. Kobałok, jej lale rekoot in jikin taktō, jermal ko ikijjien etaale keij, ekatak ko ilo-jermal, waaj aolep wiik im iien kōnono kein keij ko rej tōpar aikuj in Kakien ko ikijjien Ājmour in Kalmenłokjen ilo State eo an Washington im jibañ kalikkar ke jermal ko rej etal jān kaunjeloro ro ad ej jermal ko remman tata.

## AN ITTINO IM DUOꞓŁOK KŌMELELE KO:

Ij melele ke rekoot ko aō rej pād iumwin kōjparok eo an Washington State Law RCW 70.02 im jān HIPAA Kakien ko 45 CFR, Mōttan, 160 im 164 koba Kakien ko ikijjien Ittino in Rekoot ko an Rinañinmej ro rej kōjerbale Arkool im Uno ko Rekajur, 42 CFR Mōttan 2. Agency ko ilowaan Behavioral Health Network renaaj kaduoꞓłok melele ikijjien ājmour ilo an ejjełok mālim jān client eo ilo wōt iien eo enaaj aikuj jān kien.

Ñe enaaj etal jibañ ñan baamle, Client (13 iō ak loñłok) ak jinier ak jemāer/rilale ekkar ñan kien (ñe iumwin13) enaaj jain juon pepa in an Duoꞓłok Mālim in Melele ilo etan aolep ro rekar bōk kuñaer ilo iien jibañ. Melele ittino renaaj duoꞓłok wōt ekkar ñan kien (HIPAA 45 CFR, Mōttan 160 and 164, 42 CFR, Mōttan 2) im state (RCW 70.02) kakien ikijjien an duoꞓłok melele in ājmour. Melele aorōk ko ikijjien ājmour in kalmenłokjen an ro uwaan baamle eo, pedped ioon joñan chemical im/ak nañinmej ko an jiroñ im likao renaaj etaale ñan jabdewōt mokta jān an duoꞓłok.

## Ilo ijin ila! ej melele ko ñan kumi eo kwōnij loe, im ta ko ej aikuj jān state eo ikijjien kaunjeloro.

**Kumi:** BHN Joñan eo ej Bōk **Etan Ri Lale eo im Melele ñan Kapaak e:** Marci McClure, LMHC 253.620.5075

Ilo kumi eo ewōr intern ro, kaunjeloro an agency, agency ro rej jibañ im wōr aer lijen, ro rej kōjerbale uno ko rekajur im rijerbal ro. Ilo jabdewōt iien, kwōmaroñ kajjitōk juon laajrak in rijerbal eo enaaj lewōj et, rā, im WA State nōmba in credential/lijen in aolep ro uwaan kumi eo.

- Intern in Jikin Taktō eo renaaj lełok lale eo an juon ri lale eo eṃōj karōk e. (Intern ro remaroñ jab make kōmmane jermal ko ilo jikin taktō eo, kaunjeloro ikijjien ājmour in kalmenłokjen, ak mare ak jibañ an baamle kōn wōnān, ak ko jet).
- Kaunjeloro ro an Agency rej lełok jibañ iumwin lale eo an juon ri lale eo eṃōj karōk e. (Agency Kaunjeloro ro remaroñ jab make kōmmane jermal ko ilo jikin taktō eo, kaunjeloro ikijjien ājmour in kalmenłokjen, ak mare ak jibañ an baamle kōn wōnān, ak ko jet).
- Kaunjeloro eo Karuo ej lełok lale iumwin lale eo an juon ri lale eo eṃōj karōk e. (Rijibañ ro remaroñ jab make kōmmane jermal ko ilo jikin taktō eo, kaunjeloro ikijjien ājmour in kalmenłokjen, ak mare ak jibañ an baamle kōn wōnān, ak ko jet).
- Rijerbal eo Ełap an Jelā kōn Kōjerbale Uno ko Rekajur ej lełok jibañ iumwin lale eo an juon ri lale eo eṃōj karōk e.

**Jelalokjen, Katak, im Ta eo Kwaar Jermal Kake:** Aolep jikin taktō ro ewōr aer Master's degree ilo kaunjeloro ak Jermal ippān Armej im rej MHPs (Ro ełap aer jelā kōn Ājmour in Kalmenłokjen) eṃōj aer ekatak kōn teej in ājmour in kalmenłokjen.

**Kōmelele kōn Jermal/Wāween/Bōk Uno ko rej Jermal ilo Kaunjeloro/Lale:** Juon Teej in Jermal im Lale Ñe Ewōr Jabdewōt ñan kalikkar ñe juon client ej ioon e aikuj ko ikijjien ājmour im jabdewōt men eo eṃōj loe kōn ājmour in kalmenłokjen. Iien uno im lale eo enaaj alikkar jān kaunjeloro eo eṃōj karōk e.

**Ekatak kōn Kōmman Wōnāān/Kōmelele:** Pedped ioon jermal ko kwōj bōk, jouj lale pepa kein ilaḷ ilo an ekkar:

- Kile Jekjek ko ñan Uno im an Duoḷḷok Melele ikijjien Jāān
- Pepa in Kanne im Mālim ñan Jermal in Jibañ ikijjien Ājmour in Kalmenḷokjen

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### Wāween Kepaak Rā eo an Ājmour

Ewōr aḷ jīmwe ñan kepaak e ḷok Washington State Rā eo an Ājmour ñe kwōj tōmake kaunjelōr eo aḷ ej kōmmane maḷūtkūt ko rejjab eḷmān ñan jermal. ÑAN lale laajrak in maḷūtkūt kein, jouj lale RCW 18.130.180. Ñe jabdewōt iaan jekjek ko rej waḷok ilo iien uno eo aḷ, kwōmaroñ leḷok abḷōḷō ko aḷ ilo DOH webjait ilo [www.doh.wa.gov](http://www.doh.wa.gov) ak jilkinḷok abḷōḷō eo aḷ ñan:

**Washington State Department of Health**  
**Health Systems Quality Assurance Complaint Intake**  
**P.O. Box 47857**  
**Olympia, WA 98504-7857**  
**(360) 236-4700**  
**Email: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)**

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Ij melele ke ewōr aḷ jīmwe in jab kōḷaan bōk uno, im jīmwe ñan kelet juon taktō im uno eo eḷmān tata ñan aikuj ko aḷ make. Melele ko ilo pepa in rejjab letok ñan eḷ jabdewōt jīmwe kāāl im rejjab kōmman ñan bōk jikin jabdewōt kakien an state ak kien im buñtōn ko, ak jekjek ko ekkar ñan jermal.

Jain in aḷ ilaḷ ej kwaḷok mālim eo aḷ ñan uno āinwōt an itok jān Behavioral Health Network. Eḷōj aḷ riit im melele kōmelele ko ilo pepa in, im ewōr aḷ kape in pepa in.

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Signature in Client (Aikuj 13 yio im rittolok)

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Raan

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Ro jinen im jemen ro rej bōk eddo/Signature in Legal Guarder

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Raan

---

Signature an taktō

---

Raan

Peij 2 jān 2

Kwaḷok kajeen Rinañimej eo – Likūt Pepa eo an Rinañimej eo Aolep Iien

Etan Client eo:

MRN #:

CSN #:

Iiō / Ñe emaan ak Kōrā:

**NAAN IN DUOḷḷOK AN KAUNJELOR EO**



60-0842-9 (Rev. 3/24)





# Pepa im Jikin Jain ko

Ilo laajrak in ila| epād et im kōmelele kadu ko ikijjien pepa ko im pepa in kwaļok melele ko kakien ko an State, Federal im Agency rej aikuj us ñan etaale ippaṃ. Armej eo ej jibañ eok kōn pepa in jermal ko renaaj kōmeleleiki pepa kein im jej kajjitōk bwe kwōn likūt leta ko an jinoin eo an etaṃ ilo kajojo iaan men ko ñan kwaļok ke eṃōj lewōj kōmelele kein. Ñe ewōr jabdewōt aṃ kajjitōk kōn pepa kein, jouj im lale bwe kwōn kajjitōk kōn eļapļok melele.

Jouj likūti leta ko an jinoin eo an etaṃ tulaļ elaññe kar iwōj pepa kein.

1. Alikkar in an Naaj Wōr Wāween Jermal eo Ejiṃwe (Assurance of Professional Conduct) ej aikuj jān Washington State Rā eo an Ājmour ñan jibañ eok jeļā melele ko āinwōt juon client/eo ej kōjerbale jermal in kaunjel.  
 Eṃōj aō loe juon kape in Alikkar in an Naaj Wōr Wāween Jermal eo Ejiṃwe.
2. Wāween Kōṃṃan Abṇōṇō (Grievance Procedure) – Ej lewōj jibañ ikijjien wāween kōṃṃan kajimwe ilo Behavioral Health Network, ilo iien eo kwōjjab ṃōṇōṇō kōn jabdewōt wāween jermal eo ej iwōj.  
 Eṃōj aō loe juon kape in Wāween Kōṃṃan Abṇōṇō.
3. Jiṃwe ko an Juon Client (Client Rights) – Jiṃwe ko an Juon Client eṃōj aer kōṃṃan jān Washington State Rā eo an Jermal ippān Armej im Ājmour ñan kōmeleleiki eok kōn jiṃwe ko aṃ ilo aṃ bōk jermal in ājmour ikijjien ṃwil.  
 Eṃōj aō loe juon kape in Jiṃwe ko an Client
4. Melele ko ikijjien Wōnṃaanļok ilo Ājmour in Kalmenļokjen (Mental Health Advance Directive Information) – Pepa in ej kwaļok wōj kōmelele kadu kōn ta Wōnṃaanļok ikijjien Ājmour in Kalmenļokjen im wāween aṃ bōk eļapļok melele.

**Ñe kwōj 18 iiō im rūttolok:**

Eṃōj aō riit im melele kōn melele ko eṃōj jeiki kōn melele ko ikar loe kōn Wōnṃaanļok ko.

JOUJ LIKŪT LETA KO AN JINAIN ETAṀ ILO JUON IAAN LAAJRAK KEIN:

Ejjelok aō Wōnṃaanļok im eṃōj aō loe wāween kepaak ñan bōk jibañ ikijjien juon

Ilo iien in ewōr aō Wōnṃaanļok eo ej jermal im INAAJ leļok juon kape ñan MultiCare Behavioral Health PHP

Ilo iien in ewōr aō Wōnṃaanļok eo ej jermal im IBAN leļok juon kape ñan MultiCare Behavioral Health PHP

Jab, ijjab kōṃaan kappok Wōnṃaanļok ilo Jermal in ilo tōrrein

5. Kōjjeļā ikijjien Katak ko Rettino (Notice of Privacy Practices) – Pepa in ej aikuj wōt jān Federal (Kakien ikijjien Injuran in Ājmour im Aṃ Bōk Eddo – HIPAA) ñan lale bwe kwōn jeļā kōn wāween an agency eo ad kōjparok melele in ājmour ko aṃ im ta jekjek ko remaroñ duoļļok ñan ro jet.

Eṃōj aō loe juon kape in HIPAA Kōjjeļā in Katak ko Rettino

6. Behavoiral Health Network Katak ikijjien Uno ko RekaJur (Controlled Substance Philosophy) – Melele kōn maroñ leļok ñan jermal ko ikijjien uno.

Eṃōj aō loe juon kape in Katak kōn Uno ko RekaJur

7. Kakien ikijjien Jab-Jede (No-Show Policy) – Pepa in ej kwaļok melele kōn “jab-jede” im wāween an “jab-jede” maroñ jelōt jikeduul in jermal ko ilju im jekļaj.

Eṃōj aō loe juon kape in Kakien ikijjien Jab-Jede

Signature in Client (iiō 13 im rūttolok): \*\* \_\_\_\_\_ Raan: \*\* \_\_\_\_\_

Signature eo an jinen ak jemen ak ri lale eo: \*\* \_\_\_\_\_ Raan: \*\* \_\_\_\_\_

Etan jinen im jemen ak rilale: \_\_\_\_\_

Kwaļok kajeen Rinañinmej eo – Likūt Pepa eo an Rinañinmej eo Aolep lien

Etan Client eo:

MRN #:

CSN #:

Iiō / Ñe emaan ak Kōrā:

**KILE AṀ LOE PEPA IN KOMELELE KEIN**



60-0843-1 (12/23)



Pepa kein ej ñan aṃ lale im ñan kōjparok  
ñan ilju im jek!aj.

\*\*Jouj, JAB karḡol kape kein ippān ko eṃōj  
aṃ jaini.

Koṃṃool,

MultiCare Behavioral Health

**KŌJJEĻĀ IKIJJEN KATAK ITTINO**

KŌJJEĻĀ IN EJ JEELEL WĀWEEN AN KŌMEĻEĻE ILO ĀJMOUR KAKE EOK MAROŅ IN JERBAL IM DUOJĻŌK IM WĀWEEN AM BŌK MAROŅ ŅAN MEĻEĻE KEIN. KŌJJEĻĀ IN EJ BAR KWAĻŌK KŌN JIMWE KO AŅ IM TA ABAŅ KO MULTICARE EWŌR AN IKIJJEN KŌJERBALE IM AN DUOJĻŌK MEĻEĻE IN ĀJMOUR KO AŅ. **JOUJ IM LUKKUN LALE.**

Ņan unin Kōjjeļā in, "MultiCare" ak "kō" ej meļeļein MutliCare Jerbal in Ājmour, koba Multicare Connected Care (Lale eo ej Koneek), Cardiac Heart and Vascular Institute (Jikin Ekatak kōn Menono), im ro uwaan MultiCare Behaviour Health Network; Greater Lakes Mental Healthcare im Navos.

**KALLIŅUR KO AN MULTICARE IM EDDO KO IKIJJEN MEĻEĻE IN ĀJMOUR KO AŅ MAKE**

Jeij meļeļe ke meļeļe ko kake eok im ājmour eo aŅ ikijien ānbwin im űwil ejjab aikuj duoļļok. Jej kallimur űnan kōjparok meļeļe in ājmour ko aŅ make im jej aikuj iumwin kakien an federal im state űnan bōk buűtōn ko űnan kōjparok meļeļe in. Iumwin kakien ko rettino an federal, meļeļe in ej űnae etan "meļeļe in ājmour eo aŅ make". Meļeļe in ājmour eo aŅ make ej koba jet meļeļe ko eűōj ad kōűűmane ak bōk im ej kwaļok kōn eok, koba meļeļe ko ikijien ājmour eo aŅ ak kōļļā űnan ājmour eo aŅ ilo juon MultiCare jikin jermal, jekdoon ippān rijerbal in aupitōļ, taktō eo aŅ make, ak jet bar taktō ro rej lale eok. Ej koba rekoot in ājmour ko aŅ im meļeļe ko aŅ make āinwōt etaű, social security nōűba, atōrej, im nōűba in telepoon.

- Jej aikuj ekkar űnan kakien űnan ļoore an ittino im jab duoļļok meļeļe in ājmour ko aŅ make.
- Jenaaj ba wōj űnan eok űne ewōr men eo enaaj waļok im eűōj an kōűűman bwe en jab ittino ak kōjparok meļeļe ko aŅ.
- Jej aikuj in ļoore jermal im ekatak ikijien ittino kōmeļeļe ilo Kōjjeļā in im jenaaj lewōj juon kape in.
- Jeban kōjerbale ak kwaļok meļeļe ko aŅ ijeļokin ilo an kōmeļeļe ijin űnan űne kwōnaaj kwaļok tok ilo jeje. űne kwōnaaj kwaļok tok ke jemarōű, kwōmarōű ukot ļōműnak eo aŅ jabdewōt ien. Kwaļok tok ilo jeje űne kwōnaaj ukot ļōműnak eo aŅ.

**WŌN ENAAJ ĻOORE KŌJJEĻĀ IN**

Kōjjeļā in ej kwaļok kōn ekatak ko ikijien MultiCare im ko āinwōt;

- Jabdewōt riejrbal in ājmour eo ewōr an mālim űnan likūt meļeļe in rekoot in ājmour eo aŅ ilo jabdewōt MultiCare jikin jermal.
- Aolep rā im duolol ilo MultiCare.
- Jabdewōt eo uwaan juon kumi in make kōűnaan jermal jej kōtļok an jibaű eok ilo aŅ pād ilo juon MultiCare jikin jermal.
- Aolep MultiCare rijerbal ro koba ro ewōr aer kōn ak rijerbal in agency.
- MultiCare ro uwaan jikin jermal in Kea eo ej Koneek.
- Jikin taktō ko jet eűōj aer errā in ļoore "ekatak ikijien an koba katak ko rettino" ijin ilaļ.

**KŌJJEĻĀ IKIJJEN EKATAK KO REJ MAKE ĻŌK**

Kobaļok ippān armej ro eűōj kōmeļeļeiki er ilōű, nōűba in taktō ro aer rej jermal ippāer make eűōj aer errā ippān MultiCare űnan ļoore Kōjjeļā in āinwōt kōjjeļā ikijien ekatak ko rej make ļok koba ippān kakien ko an federal ikijien kea ko rej etal ilo MultiCare jikin jermal, koba ro uwaan rijerbal ro ilo Tacoma General Hospital, Allenmore Hospital, Mary Bridge Children's Hospital, Good Samaritan Hospital, Auburn Medical Center, MultiCare Deaconess Hospital, MultiCare Covington Medical Center, MultiCare Valley Hospital, im jikin taktō ak doulol ko jet rej make ļok im leļok kea ilo MutliCare jikin jermal. Taktō ro rej make ļok eűōj aer errā űnan ļoore Kōjjeļā in remaroű kōjerbale meļeļe in ājmour ko aŅ ijo ewōr aikuj űnan jabdewōt uno, kōļļā im jermal ko an ājmour aolep raan epaake jikin lale ilo MultiCare jikin jermal. Taktō ro rej jermal ippāer make eűōj aer errā in ļoore kōjjeļā in enaaj wōr aer Kōjjeļā in Ekatak ko Rej Make Ļok űnan kea eo ej etal ilo jikin jermal ko ejjab an MultiCare (ilo waanjoűak. opii an juon taktō). Kwōj rōjaű in kajjitōk meļeļe jān juon jikin taktō eo ejjab an MultiCare kōn Kōjjeļā ikijien Ekatak ko Rej Make Ļok rejjenolok im taktō eo ej ļoore ilo opii ko ejjab an MultiCare ak jikin jermal ko.

**MULTICARE DOULOL IN KEA EO EJ KONEEK**

MultiCare ej űmōttan MultiCare Connected Care Network eo ej juon karōk in ājmour (OHCA). Juon OHCA ej (i) juon jikin eo kajojo armej rej bōk jibaű ikijien ājmour jān eļapļok jān juon jikin taktō ak (ii) juon jikin jermal in ājmour im eļapļok jān juon jikin taktō ej bōk kuűnaan ie. Jikin taktō ro rej bōk kuűnaer ilo OHCA renaaj kwaļok meļeļe ikijien ājmour im wōnāān kake eok ippān bar juon ilo an aikuj űnan leļok uno, kōļļā, im űmakūtūt ko an jikin taktō eo.

**RO JET EMAROŅ KŌJERBALE AK WŌR AER MĀLIM űNAN MEĻEĻE KO AŅ ILO ĀJMOUR**

MultiCare ej bōk kuűnaaű ilo doulol in ekatak kōn ājmour űnan kōűűmane jermal in ajeij meļeļe ko aŅ ilo ājmour ikijien uno eo aŅ ippān jikin taktō ko jet ak jikin ājmour ko koba ippān ak ejjab űnan joűan

Ukok Melele ilo Rā eo an lien Idiñ (EDIE – Emergency Department Information Exchange), Rekoot in Aolepān Mour eo aṃ (VLER – Virtual Lifetime Electronic Record) - DoD/VA), ak CareEverywhere (Doulo ko ippān Epic) MultiCare ej bar leḷok koneek ñan Rekoot in Ājmour ñan jikin taktō ko an jukjukin pād eo im rej make ḷok Āinwōt juon jekjek in maroñ in, kajojo iaan jikin taktō ro rej errā in kōjerbale melele ilo “aikuj in jelā” iien ko im ñan ḷoore kakien ko an state im federal epaake make ḷok im kōjparok.

## **JIMWE KO Aṃ IKIJJEN MELELE IN ĀJMOUR KO Aṃ MAKE**

Ñan ñe eṃōj kwaḷok, kwōmaroñ kōjerbale juon iaan jimwe in make ḷok ko aṃ ilo aṃ leḷok juon kajjitōk ilo jeje ñan MultiCare Health System, Health Information Management, PO Box 5299, MS: 315-C3-HIM, Tacoma, WA 98415-0299. Ñan eḷapḷok kōmelele kōn melele rōt ñan kobaiki ilo kajjitōk eo ilo jeje, kepaake ḷok Jikin Lale Melele in Ājmour ilo telepoon 253-403-2423.

## **EWŌR Aṃ JIMWE ÑAN:**

**Bōk juon aunḷain pepa kape in rekoot in ājmour eo aṃ** – Ekkā an koba uno im rekoot in wōnāān im ejjab koba jeje ko ikijjen kalmenḷokjen eo aṃ.

- Ñan kajjitōk juon iien ñan etaale im/ak kapeiki melele in ājmour eo aṃ make eṃōj kōjparok ilo pepa ak juon bar jekjek aunḷain lale [www.multicare.org](http://www.multicare.org) to ñan bōk juon kape in kajjitōk in mālim eo (duojḷok melele) pepa ak kepaak e Health Information Management (rekoot in ājmour) ilo 253-403-2423. Greater Lakes im Navos rekoot in taktō remaroñ bar kajjitōk ilo fax ilo 253-697-8393 ak ilo [BHMedicalRecords@multicare.org](mailto:BHMedicalRecords@multicare.org).
- Emaroñ wōr wōnāān ñan kape, jilkinḷok ak men ko jet ikijjen akkaun eo aṃ.
- Ilo jet jekjek ko ewōr joñan, jemaroñ jab uak e kajjitōk eo aṃ ñan etaale im/ak kapeiki melele in ājmour ko aṃ make. kwe maroñ kajjitōk aer bar etaale ñe ejjab tōprak.

**Kajjitōk bwe jen kajimwe jet melele in ājmour eo ej kōjparok** - Ñe kwōj eñjake ke melele ko ad kake eok ejjab jimwe ak ejjab dedeḷok kwōmaroñ kajjitōk an wōr oktak ñan melele kein.

- Jemaroñ ba “jab” ñan kajjitōk eo aṃ, ak jenaaj ba wōj unin ilo jeje.

**Kajjitōk an etaale jet naan ko rekar duojḷok** - Kwōmaroñ kajjitōk kōn jet iaan melele in ājmour ko aṃ make ej laajrak e aolep men ko jekar kwaḷok ñan ro jet.

- Laajrak in eban kobaiki duojḷok ko rej kōṃṃan ñan unin uno, kōḷḷā, im jermal ko an ājmour eṃōj kōmelele ṃokta ḷok.
- Laajrak eo jinoin kwōj kajjitōk ilowaan 12-allōñ enaaj ejjeḷok wōnāān. Ñan laajrak ko reḷapḷok, jemaroñ jaaj e eok ñan wōnāān leḷok laajrak eo. Jenaaj kōjjeḷāiki eok kōn wōnāān im kwōmaroñ kelet in bōk ak ukōt kajjitōk eo aṃ ilo iien eo ṃokta jān jabdewōt wōnāān ko renaaj koba.

**Kajjitōk an wōr ṃō** - Kwōmaroñ kajjitōk ilo jeje bwe en wōr joñan kōjerbale im kaduojḷok melele in ājmour ko aṃ make.

- Ewōr aṃ jimwe in kajjitōk joñan ikijjen melele in ājmour ko aṃ make im jej kwaḷok kōn eok ñan juon eo ej bōk kuṃaan ilo lale eok ak kōḷḷā wōnāān lale eo aṃ, āinwōt juon uwaan baamḷe ak ṃōttam.
- Ñe kwōkōṃaan kōṃṃan bwe en wōr ṃō, juj kōjjeḷāiki rijerbal ro ilo opij eo iṃaan ilo jikin taktō eo aṃ im kadedeḷok Kajjitōk ñan an Wōr ṃō pepa ṃokta jān aṃ etal.
- Jejjab aikuj in errā ilo kajjitōk eo aṃ, im jemaroñ ba “jab” ñe enaaj jelōt lale eo aṃ.
- Ñe jej errā ñan kajjitōk eo aṃ, jenaaj ḷoore ñan ñe melele ko rej aikuj ñan leḷok jibañ ilo iien idiñ ñan eok.

**Jimwe ñan kajjitōk an jab duojḷok būlaan in ājmour ñan men ko rej kōḷḷā-make ak jermal ko** - Ewōr aṃ jimwe ñan kajjitōk ilo jeje ke men kein ājmour ak jermal ko kwōj kōḷḷā-make ilo likio iien loe ḷok eo aṃ eban duojḷok ñan būlaan in ājmour eo aṃ.

- Jenaaj ba “aet” ñan ñe juon kakien ej aikuj ad kwaḷok melele ko.
- Ej aṃ eddo ñan kōjjeḷāiki jikin taktō ko jet, āinwōt jikin kauno, in jabdewōt kajjitōk ikijjen ṃō.

**Kajjitōk an ien kōnono ko ren jab duojḷok** - kwe maroñ kajjitōk ilo jeje ke iien kōnono ko ren jab duojḷok kōn jekjek ko ikijjen ājmour in ānbwin ak ṃwil bwe ren kōṃṃan ilo juon wāween ak juon jikin.

- Ñan waanjoñak, jemaroñ kajjitōk bwe jen kepaak wōt kwe ilo jikin jermal ak ilo aṃ jilkinḷok ñan bar juon atōrej.
- Jenaaj ba aet ñan aolep kajjitōk ko ewōr unin. Kwōjjab aikuj kwaḷok unin, unin ej aikuj kōmelele wāween ak ia eo kwōj kōṃaan bwe jen kepaak eok ie.

**Kelet juon armej ñan ṃakūt ilo etaṃ** - ñe eṃōj aṃ leḷok maroñ ikijjen ājmour eo aṃ ak ñe juon armej ej juon aṃ rilale ekar ñan kien, armej eo emaroñ kōjerbale jimwe ko aṃ im kōṃṃan kelet kōn melele ko aṃ ilo ājmour.

- Jenaaj kajjitōk ippān armej eo bwe en kwaḷok kein kaṃool ñan maroñ in ñan ṃakūt ilo etaṃ ṃokta jān ad kōṃṃan jabdewōt.

**Bōk juon kape in pepa in kōjjeḷā in** - Kwōmaroñ kajjitōk juon kape in Kōjjeḷā in jabdewōt iien jān jabdewōt MultiCare rijerbal.

- Kōjjeḷā in ej bar pelḷok aunḷain ilo [www.multicare.org](http://www.multicare.org).

## **JERBAL IM AN DUOJḷOK MELELE IN ĀJMOUR KO Aṃ JĀN MULTICARE**

**Kelet ko Aṃ:** Ñan jet kain melele ikijjen ājmour, kwōmaroñ kwaḷok tok kelet ko aṃ kōn ta eo jej kwaḷok. Ñe ewōr men eo kwōj kōṃaan ñan wāween ad kwaḷok melele ko aṃ ilo jekjek ko ilōñ, kōnaan ippād. Kwaḷok tok ta eo kwōj kōṃaan bwe jen kōṃṃane, im jenaaj ḷoore kōmelele ko aṃ.

Ilo iien keij kein, ewōr aṃ jimor jimwe im kelet ñan aṃ kwaḷok tok ñan kōj ñan:

- Kwaḷok melele ippān baamḷe eo aṃ, ro ṃōttam rej epaake eok, ak ro jet rej lale eok

- Kwaļok meļeļe ilo juon iien eo kwōj roļļok jān jorāān
- Kobaiki meļeļe ko aṃ ilo nōmba ko an aujpitō!

Ñe kwōjjab maroñ kwaļok tok kelet eo aṃ, ñan waanjoñak kwōmaroñ kwaļok tok im kwaļok meļeļe ko aṃ ñe jej tōmak ej eṃṃan ñan eok. Jemaroñ bar kwaļok meļeļe ko aṃ ñe aikuj ñan kadikļok juon kamijak eo eļap ñan ājmour ak kōjparok.

#### **Ilo keij kein jeban kwaļok meļeļe ko aṃ ÑAN ñe kwōnaaj leļok mālim ilo jeje mālim ilo an jain):**

- Ñan unin kadelel ko ijo kōļļā ko rej bōk  
~ Meļeļe ko ewōr joñan kake eok emaroñ jermal ñan jibañ ikijjien iien kōnono ko kake ṃweuiuk ak jermal ko.  
~ Ñe kwōjjab kōṅnaan bōk jermal kein, jouj kall ae 1-855-884-4284 ak email [annualgiving@multicare.org](mailto:annualgiving@multicare.org).
- Wia kake meļeļe ko aṃ
- Kwaļok jeje ikijjien jibañ ilo kalmenļokjen
- lien ko rejjab kōmeļeļe ilo kōjjeļā in rejjab kwaļok kauwōtata ñan ājmour ak kōjparok

**Ilo keij ko ikijjien kabajet:** Jemaroñ kepaak eok ikijjien jibañ ilo kabajet, ak kwōmaroñ ba ñan kōj BWE jen jab kepaak eok.

- Ñe kwōjjab kōṅnaan bōk kajjitōk ikijjien kabajet ej jibañ MultiCare, jouj kall (ejeļok-wōnāān) 855-884-4284, ak jilkinļok juon email ñan [annualgiving@multicare.org](mailto:annualgiving@multicare.org).
- Jeij kautiej kelet eo aṃ ikijjien wāween kōnono ilo iien kabajet im kelet eo aṃ eban jelōt wāween ad lale eok ak kōļļā ñan jermal ko ilo MultiCare.

#### **MultiCare ekkā an naaj kōjerbale meļeļe ko aṃ ilo laajrak kein ilaļ:**

**Uno;** Jemaroñ kōjerbale im kaduoļok meļeļe in ājmour ko aṃ make ñan lewōj ñan eok uno im jermal ko im kwaļok ñan rijerbal ro jet eļapļok aer jeļā bwe ren jibañ eok.

- An jermal im duoļok meļeļe kein emaroñ ñan an wōnṃaanļok lale ak ñan taktō ro, nōōj, rijerbal ro jet, rijikuuļ in ājmour, ak rijerbal in ājmour ro jet rej jermal ippaṃ.
- Jemaroñ kōjerbale im kaduoļok meļeļe in ājmour ko aṃ ñan rā ko rej oktak im kōṃṃane ṃakūtūt ko āinwōt uno, jermal im pija im ñan jikin taktō ko jet remaroñ koba ilo lale eo aṃ, āinwōt jikin lale ko ilo iien-aetok, aujpitō! ak jikin taktō ko jet, ak jikin taktō ko āinwōt jermal ko rej etal jān telemedicine jikin jermal im remaroñ jokwe ilo jukjukin pād ko jet, koba jukjukin pād ko inabōj jān Washington im Idaho.

**Kōļļā** Āinwōt an alikkar jān kien, jemaroñ kōjerbale ak kaduoļok meļeļe in ājmour eo aṃ ñan bōk kōļļā jān būlaan in ājmour im jikin jermal ko jet.

- Ej koba wōnāān ko ñan uno im jermal ko kwōj bōk ilo juon MultiCare jikin taktō.
- Kobaļok, jemaroñ kōjerbale ak kaduoļok meļeļe ko aṃ ñan aini kōļļā ak ñan bōk mālim ṃokta ļok ñan uno im jermal ko.

**Jermal ko ikijjien ājmour;** Jemaroñ kōjerbale im kwaļok meļeļe in ājmour ko aṃ ñan peeņej eo ad, kōṃṃan bwe en eṃṃan ļok wāween lale, im kepaak eok ñe aikuj.

- Jermal ko an peeņej eo ad ej koba ṃakūtūt ko āinwōt kōṃṃan jikeduul, kantūrol in nañinmej, kōṃṃan būlaan in ājmour, im ṃakūtūt ko ikijjien joñan oran armej.
- Jemaroñ bar kōjerbale im kaduoļok meļeļe ko aṃ ñan armej ro jet (āinwōt rijerbal im lawyer) im doulol ko rej jibañ kij kōn ṃakūtūt ko an peeņej eo ad.
- Jemaroñ bar kōjerbale meļeļe in ājmour ko aṃ ñan unin ko tulowa, āinwōt lale joñan eṃṃan in lale, kwaļok aikuj ko ikijjien katak, etaale tōprak ko, jilkinļok laajrak in kajjitōk ñan rinañinmej ro im joñan aer ṃōṅṅō kōn jermal ko rej bōk, im ṃakūtūt ko jet.
- Jemaroñ bar kaduoļok meļeļe ko aṃ ñan Rijerbal in Peeņej ro, ak jebani ko rej letok jermal ñan kij ak ilo etad im leļok joñan alikkar ko remaroñ kōjparok meļeļe in ājmour eo aṃ.

#### **MultiCare emaroñ bar kōjerbale meļeļe ko aṃ ilo laajrak kein ilaļ:**

**Ājmour an Loblej im Kōjparok** - Jemaroñ kaduoļok meļeļe in ājmour ko aṃ ñan agency ko ñe aikuj, ñan jibañ ṃakūtūt ko an ājmour an loblej. ṃakūtūt kein remaroñ kobaiki laajrak in:

- Kabojrak ak kantūrol nañinmej, jorāān ak utaṃwe;
- Ñan riboot ļotak im mej;
- Ñan riboot kakure ak jab elaak;
- Ñan riboot ta ko rej waļok ilo aṃ daak uno ak burooblem kōn men ko kwōj kōjerbale;
- Ñan kōjjeļā kōn armej kōn an wōr bwōd ilo an kar kōṃṃan men ko rej kōjerbale:
- Ñan kōjjeļāiki juon armej eo emaroñ kar epaake juon nañinmej ak maroñ in pād ilo kauwōtata ñan bōk ak kōṃṃan bwe en ajeeded juon nañinmej ak jekjek;
- Ñan kōjjeļā kōn kien eo ekkar ñe jej tōmak ke juon rinañinmej ekar ioon jorāān, kakure, ak ṃanṃan. Jenaaj kaduoļok wōt meļeļe kein ñe aikuj ak wōr maroñ jān kien.

**Jeļāļokjen** – Jemaroñ kōjerbale ak kwaļok meļeļe ko aṃ ñan katak ko ilo ājmour.

**Wōr joñan Meļeļe ikijjien Nōmba** – Jemaroñ kaduoļok meļeļe ko ewōr joñan ñan bade ko jet ñan unin katak, ājmour an loblej im jermal in ājmour ko. Joñan meļeļe kein eban kobaiki jabdewōt emaroñ jermal ñan kwaļok eok.

**Łoore Kien eo** – Jenaaj kwałok melele kake eok ñe state ak kakien ko renaaj aikuji, koba ippān Rā eo an Ājmour im Jerbal ippān Armej ñe ekōñaan loe ad łoore kakien ko rej make łok an federal.

**Aje łok Mōttan Ānbwin** – Jemaroñ kwałok melele in ājmour kake eok ñan doulol ko rej lale ānbwinnin armej.

**Coroner ro, Rijerbal in Lale Ānbwin, im Tūrektor ro an Jikin Ilomej** – Jemaroñ kwałok melele in ājmour ippān juon coroner, rijerbal in lale ānbwin, ak tūrektor an jikin ilomej ñe juon armej ej jako.

**Kōllā jān aṃ jorāān ilo jikin jermal** - Jemaroñ kōjerbale ak kwałok melele in ājmour ko aṃ ñan kleim ko ikijjien kōllā jān aṃ jorāān ilo jikin jermal.

**Kajjitōk ko an Kien im Łoore Kakien** - Jemaroñ kōjerbale ak kwałok melele in ājmour ko kake eok:

- Ippān agency in ājmour ko ñan ṃakūtūt ko rej mālim jān kakien
- Ñan jermal aorōk ko an kien ānwōt militare, jekurti, im jermal in kōjparok an Bureejton
- Ilo jekjek ko ewōr joñan, ñan unin łoore kakien ak ippān juon rijerbal in łoore kakien

**Keij im Etaale ko** - Jemaroñ kwałok melele in ājmour ko aṃ ilo ad uak e juon ortar jān jikin ekkajet, subpoena, kajjitōk in kōṃṃan katak, ak juon bar jermal ikijjien kien, ñe kwōj pād ilo juon keij ak juon iien etaale.

**Kepaak eok** - Jemaroñ kōjerbale im kwałok melele in ājmour ko ñan kepaak eok kōn appoinmen im jekjek ko jet. Jemaroñ kepaak eok ilo mael, telepoon, ak email.

- Ñan waanjoñak, jemaroñ likūt rekoot in ainikien ilo telepoon nōṃba eo kwōj letok ñan kōj, im jemaroñ uak e ñan email atōrej eo aṃ.

**Oktak ko ikijjien Uno** - Jemaroñ kōjerbale ak kwałok melele ñan kwałok ñan eok kōn ak lewōj rōjañ ikijjien kelet in uno ak ta oktak ko.

**Jibañ ak Jerbal ko Ikijjien Ājmour** - Jemaroñ kōjerbale ak kaduołok melele ko ñan kwałok ñan eok kōn jeramṃan ko ikijjien ājmour, jermal, ak kilaa in jelałokjen ikijjien taktō.

**Rikalbuuj ro** - Jemaroñ kwałok melele in ājmour ko aṃ ñan juon jikin kalbuuj ak rijerbal in łoore kien, ñe kwōj juon rikalbuuj ak kwōj pād ilo kajjitōk.

**Jirilok an Duołok Melele** - Jet iien duołok eo jirilok kōn melele in ājmour ko aṃ emaroñ wałok ānwōt jermal jān kien im an duołok melele in ājmour ko aṃ. Unin kōjparok ko rej pād ñan kadikłok an duołok jekjek kein.

**Jermal in Kōjparok Bōtōktōk** - Jemaroñ kōjerbale ak kaduołok melele in ājmour ko aṃ ñe ewōr aṃ wāween koneek ippān jet doulol im jej tōmak kwōmaroñ juon eo ej bōk jibañ jān jermal in kōjparok bōtōktōk

**Kamijak ko Relłap im ṃōkaj aṃ wałok** - Jemaroñ aikuji kwałok melele ok aṃ ñe aikuji in kadikłok kamijak ko relłap im ṃōkaj aer wałok ñan ājmour ak kōjparok eo aṃ, loblej, ak juon bar armej.

## KAIN MELELE AORŌK

Washington, Idaho im kakien rej lełok elapłok kōjparok ittino ilo jet jekjek. MultiCare emaroñ jab kaduołok ilo an ejjełok mālim in laajrak in melele ko an rinañinmej eo ila!

- Washington — Jet nañinmej an jiroñ im likao rejenołok
- State im federal kakien — Rekoot in Kōjerbale Uno ko Rekejur remaroñ in kōjparok
- Washington — Rekoot in ājmour in ṃwil remaroñ in kōjparok ilo jet jekjek ko

## BAR JET WĀWEEN JERBAL IM AN DUOJŁOK MELELE IN ĀJMOUR KO Aṃ MAKE

Bar jet jermal im duołok an melele in ājmour eo aṃ make emaroñ bōk eddo jān Kōjjełā eo ad kiiō ak kakien ko rekkar renaaj kōṃṃan wōt jān mālim eo aṃ. KWE maroñ jołok jabdewōt mālim ilo aṃ lełok juon kajjitōk ilo jeje ñan MultiCare Opiij in Make Łok (ilo melele ko an wāween kepaak iuṃwin Kajjitōk im Abñōñō). Ñe kwōnaaj jołok mālim eo aṃ, enaa jako ad kōjerbale ak kaduołok melele in ājmour ko aṃ make ñan unin ko ilo mālim ko aṃ ilo jeje ñan ñe aikuji jān kien. Kwōj melele ke jeijab maroñ in karōł jabdewōt jermal ak an duołok jabdewōt ko eṃōj ad kōṃṃane, ilo an mālim eo aṃ jermal, im jej aikuji kōjparok rekoot in lale ko ad jekar lewōj ñan eok.

## OKTAK ÑAN KŌJJEŁĀ IN

MultiCare emaroñ ukote jekjek ko ilo Kōjjełā in, im oktak ko renaaj jermal ñan melele ko ad kake eok. Kōjjełā kāāl eo enaa iwōj ilo an wōr kajjitōk, ilo jikin jermal ko ad, im ilo webjait eo ad.

## KAJJITŌK IM ABÑŌÑŌ

Ñe ewōr aṃ kajjitōk kōn Kōjjełā in, juj kepaake łok MultiCare Privacy Office ilo telepoon: 866-264-6121 ak email: [compliance@multicare.org](mailto:compliance@multicare.org). Ñe kwōj tōmak jimwe in make łok ko aṃ eṃōj aer rup, kwōmaroñ bael juon abñōñō ippān MultiCare Privacy Office, MultiCare, P.O. Box 5299, MS: 737-2-CCIA, Tacoma, WA 98415-0299. Ñe jeijab maroñ uak e abñōñō ko aṃ, ewōr aṃ bar jimwe ñan bael joun abñōñō ilo jeje ippān Secretary eo an Department of Health and Human Services (HHS), Office for Civil Rights. Jeban kabojrak eok kōn aṃ bael abñōñō im joñan lale eo aṃ eban oktak.

State eo ekōṃaan bwe kwōn jeḷā ke ṃakūtkūt ko renaaj waḷok āinwōt jermal ko rejjab jiṃwe (RCW 18.130.180). Ńe jabdewōt iaan jekjek kein renaaj waḷok ilo iien uno eo aṃ, kwōj rōjañ in kepaake State Department of Health Licensing Dept., Counselor Programs, P.O. Box 47869, Olympia, Washington 98504-7869. Telepoon: (360) 236-4902

Laajrak in jekjek kein eṃōj aer waḷok bwe kwōn maroñ in jeḷā kōn jermal in kaunjel ko. ṃakūtkūt, jermal ak jekjek ko rej laajrak ilaḷ rej lewōj juon ḷōṃṃak kōn kain ṃwil ko remaroñ rupe kakien:

1. Kōṃṃane jabdewōt iaan men kein ekoba jab kwaḷok ṃool, jiṃwe, ak jorāān ko repaake jermal eo an armej eo, jekdoon Ńe ṃakūtkūt ko rej rupe kakien ak jab. Ńe ṃakūtkūt eo ej kwaḷok juon jorāān, pād ilo juon iien an rikalbuuj ejjab jekjek eo ṃan juon kaje. Ilo an wōr ṃakūtkūt rōt in, bōtaab, ekajet im jaintij ej kein kaṃool ilo lale bwe iien keij eo an armej eo an lijen eo ewōr an bwōd ej kōmeḷeḷe ilo ijin, im an armej eo rupe ijo ej pedped iion e. Ńan unin ijin, rupe ej koba aolep iien ko juon ej kwaḷok ke an bwōd ak pedped eo ṃan an wōr bwōd im aolep wōnṃaanḷok ko im jaintij eo ej ruṃwij ḷok ak jako. Ejjeḷok men ilo ijin ej kwaḷok jiṃwe ko eṃōj kalikkar iuṃwin 9.96A RCW.
2. Bwōd an waḷok ak nooje unin ko reṃool ilo kappok lijen ak kwaḷok jabdewōt naan kake.
3. Aolep kadelel ko rej riab, jab ṃool, ak bwōd an waḷok.
4. Jab jiṃwe, jab eḷok, ak ejabwe katak eo ej jemḷok ilo an wōr jorāān ṃan juon rinañimej ak kōṃṃane juon kauwōtata eo im juon rinañimej emaroñ jorāān. Kōjerbale juon uno eo ejjab ekkā an waḷok ilo make eban kōṃṃane jermal ko rejjab jiṃwe, ilo an waḷok ke eban jemḷok ilo an wōr jorāān ṃan juon rinañimej ak kōṃṃane juon kauwōtata eo emaroñ jeḷōt juon rinañimej.
5. Kabojrak ilo jidik iien, lukkun joḷok, ak kōṃṃan ṃo ilo lijen an juon armej make ṃan katak kōn jabdewōt rinañimej ilo maroñ an jabdewōt state, federal, ak jikin eo ettoḷok, juon kape in ortar eo, aikuj, ak kōn ilo kwaḷok ṃool in an jako, bojrak ilo jidik iien, ak kōṃṃan ṃo.
6. Ijeḷokin an bōk maroñ jān \*RCW 18.130.345, kōn an pād ippaṃ, kōjerbale, pepa in maroñ kōjerbale jān taktō, ak ajej uno ko ak drug ko rekajur ilo jabdewōt wāween ko rejjab jiṃwe ak kōn jibañ, an wōr oktak ilo kōjerbale uno ak drug ko rekajur, rupe kakien ko kōn drug, ak leḷok pepa jān taktō ṃan maroñ kōjerbale uno ko rekajur ṃan juon make.
7. Rupe jabdewōt kien ilo state ak federal kōn jermal eo ilo kajjitōk, koba jabdewōt kien eo eṃōj jeiki ak karōk in jekjek in lale rinañimej ak jermal ko rejiṃwe ak katak.
8. Jab maroñ in jermal ippān eo emaroñ an maroñ ilo:
  - a. Jab leḷok jabdewōt pepa, rekoot, ak men ko jet

- b. Jab leļok jeje ilo an likio im dedeļok kōmelele kōn jekjek ko rej pād ilo abņōņō eo ekar bael ippān eo ewōr an maroņ
  - c. Jab uak e kūr ko ñan jikin ekkajet ilo an etal jān eo ewōr an maroņ, jekdoon ñe armej eo kūr eo ej etal ñan e ej ak ejjab jermal ilo keij eo; ak
  - d. Jab leļok unin ko im maroņ ekkar ñan iien ñan ro ewōr aer mālim in pukot ekatak ko ilo jikin jermal rej jermal jān armej eo ewōr an lijen
9. Jab ļoore ortar in ej kōmņman jān eo ewōr an maroņ ak ñan maroņ in kōmņmane juon kōn ippān armej eo ewōr an maroņ.
  10. Jibaņ e juon armej eo ejjeļok an lijen ñan ekatak ñe juon lijen ej aikuj.
  11. Rupe kien ko rej kōmņman jān juon agency in ājmour.
  12. Ekatak eļapļok jān katak eo āinwōt an waļok ilo kakien ko.
  13. Bwōd an waļok ak riab ilo jabdewōt wāween peejneje eo ej kōmņman ak jermal.
  14. Jab maroņ in jimwe lale rijermal ro ñan joņan eo ej jelōt ājmour ak kauwōtata an riwia eo.
  15. Kobaļok ilo juon jermal koba epaake loblej ilo aņ ioon e juon naņinmej ekapopo ak epidodo an ajeeded koba kauwōtata eo eļap ñan ājmour an loblej.
  16. Kwaļok kōn aņ make jeraņņan kōn jabdewōt drug eo ejjeļok tokjān, kein jermal, uno, ak wāween, ak jermal.
  17. Aņ kōmņmane jabdewōt bwōd ak rupe kakien ko epaake katak ko kōn jermal an juon armej. Ñan unin jekjek ko ilo jikin in, kōmņmane aolepān men ko im ien kwaļok bwōd ej pedped eo ñan kōmņman ko im aolep wōnņmaanļok eo im jaintij eo eņōj an ruņwij ļok ak jako ilo jidik wōt iien. Ejjeļok men ilo ijin ej kwaļok jimwe ko eņōj kalikkar iumwin 9.96A RCW.
  18. Kōmņmane, ak jibaņ ilo kōmņmane, joļok niņņin eo lowaan lojjen juon kōrā ilo an jab ekkar ñan kien.
  19. Leļok, kōmņman, ak errā in kamour naņinmej ilo juon wāween eo ettino, jermal, uno, ak kakajur, ak leļok pepa ñan ebbōk uno kōn jabdewōt jekjek in ājmour, melelejn, ak jermal eo lijen ej joļok jān wōt eo ewōr an maroņ.
  20. Joļok jibaņ ñan taktō-rinaņinmej āinwōt an ekkar ñan kien.
  21. Rupe 19.68 RCW ak rupe elōņ kakien ilo RCW 41.05.700(8), 48.43.735(8), 48.49.020, 48.49.030, 71.24.335(8), ak 74.09.325(8).
  22. Bōk kuņaam ilo juon keij ak wōnņmaanļok ilo kajje ilo an bwōd kwaļok melele ko reņool iņaan mejan ro ewōr aer maroņ ak armej eo ewōr an maroņ, ak ilo an kōjerbale naan kamijak ak kakure jān jabdewōt rinaņinmej ak rikaņool ñan kabojrak aer kwaļok kaņool ilo juon keij ak jabdewōt bar maķūtķūt ekkar ñan kien, ak ilo an jermal jabdewōt ikijjien jān ñan jabdewōt rinaņinmej ak rikaņool ñan kabojrak ak kajeoņ in kabojrak aer kwaļok mool ilo ien kajje eo.
  23. Bwōd wuten kōjerbale:
    - a. Arkool
    - b. Uno ko rekajur; ak
    - c. Drug ko rekajur

24. Kakure juon client ak rinañinmej ak babu ippān juon client ak rinañinmej.
25. Bōk eḷapḷok jān joñan jāān eo ijin, leḷok jibañ, ak jāān eo ej etal jān juon armej eo ej jermal ak ri kōjerbale ṁweiuk in taktō ak ājmour ak jermal ko ñan rinañinmej ro, koba ippān wia kake ak kōjerbale ilo katak ko reṁṁan, ijo abañ ej waḷok, āinwōt an kōmeḷeḷe ilo kakien ko an ijo ewōr an maroñ, koba ippān rā eo, pedped ion joñan jekjek in jimwe ko rekkar.
26. Rupe RCW 18.130.420.
27. Leḷok jibañ ñan juon rinañinmej eo lalin joñoul ruwalitok iio.
28. Rupe RCW 18.130.430.

# Jiṃwe ko an Juon Make Client

## WAC 246-341-0600

### Ewōr aṃ jiṃwe ñān:

1. Bōk jeral ko ilo an ejjelōk kaljeklōk ñān ia eo kwōj itok jān e, baamle eo aṃ, kabuñ, ñe emaan, ñe kōrā, iiō ak utaṃwe;
2. Ekatak kōn kabuñ eo kwōj make kelet ilo an katak eo jab jelōt jiṃwe im uno an ro jet ak jeral in ājmour ko. ro rej make bōk kuṇaer ewōr aer jiṃwe ñān jab kōṇaan bōk kuṇaer ilo jabdewōt ekatak in kabuñ;
3. Bōk jibañ ilo jabdewōt eñjake ak utaṃwe an ānbwin, edik maroñ ñān kōnono ak roñjake, wōr joñan-Kajin Iñliij, im oktak ko ilo ṃanit;
4. En wōr ej kautiej eok, kajur im make lōk, ijelōkin ñe rijeral ro remaroñ kōṃṃan iien ñān etaale ṃweiuk ko aṃ ñān lale im kabojrak an wōr ṃweiuk eo ejjab ekar ñān pād ijo im ñān kadiklōk an kauwōtata juon make ak ro jet. “Wōr unin” ej waḷok ilo an wōr iien etaale ko redik ñān lale ñe iien etaale ko reḷap wōt ilo jeral ko redik ak ñe ewōr unin bōk ak pād ilo kauwōtata ko remaroñ jeral ñān kakure eok make ak ro jet;
5. Anemkwōj jān jabdewōt kakure ilo ānbwin;
6. Anemkwōj jān jorāān, koba ilo ānbwin im ilo jāān;
7. Bōk aolep meḷeḷe ko an jikin taktō eo ak aṃ make ekkar ñān kakien ko an state im federal ikijien an meḷeḷe jab duojlōk;
8. Bōk kuṇaam ilo an eddōklōk būlaan in jeral eo aṃ make im bōk kape in būlaan eo ñe kwōkōṇaan;
9. Kōṃṃan bwe ekatak kōn ājmour in kalmenlōkjen en juon wōt ippān 71.32 RCW;
10. Etaale rekoot in jeral eo aṃ ṃae ilo iṃaan mejan rijeral eo ak ritijain ak leḷok juon iien ñān kajjitōk an wōr kajjime ak oktak; im
11. Leḷok juon riboot ñān rā eo ñe kwōj eñjake an agency eo rupe jiṃwe ko aṃ ak juon WAC aikuj ikijien agency in ājmour in ṃwil.
12. MultiCare Behavioral Health Network enaaj lale bwe jiṃwe ko an juon armej make āinwōt an kōmeḷeḷe ilōñ, koba ippān jiṃwe ko an Medicaid rej laajrak ilaḷ renaaj:
  - (a) Etal ilo jeje ñān kajojo armej ilo ak ṃokta jān aer deloñ;
  - (b) Pād ilo aolep jekjek ñān armej ro rejjab maroñ in loelōkjen;
  - (c) Ukok ñān kajin ko rekkā kōjerbale ilo jikin jeral eo an agency eo;
  - (d) Pooj ilo jikin ko loblej; im
  - (e) Pellōk ñān jabdewōt ro rej bōk kuṇaer ilo kajjitōk.
13. Ilo iien deloñ eo im ilo an client eo kajjitōk, MutliCare Behavioral Health Network enaaj leḷok ñān kajojo client meḷeḷe ko kōn wāween bael riboot ñān rā eo ñe rej eñjake ke jiṃwe ak aikuj ko an jepta in eṃōj an rup.

Mālim jān Kien: RCW 71.24.037, 71.05.560, 71.34.380, 18.205.160, 43.70.080(5), 41.05.750, 43.70.250, im 74.09.520 im 71.05, 71.12, 71.24 im 71.34 RCW. WSR 22-24-091, § 246-341-0600, bael ilo 12/6/22, jeral ilo 5/1/23.

Mālim jān Kien: RCW 71.24.037, 71.05.560, 71.34.380, 18.205.160, 71.24.037 im jepta 71.05, 71.24, im 71.34 RCW. WSR 21-12-042, § 246-341-0600, bael ilo 5/25/2, jeral ilo 7/1/21.

Mālim jān Kien: 2018 c 201 im 2018 c 291. WSR 19-09-062, § 246-341-0600, bael ilo 4/16/19, jeral ilo 5/17/19.



## Kobałok ilo jimwe ko lōñ, Client eo Jimwe ñan juon armej bōk jāān eo ej etal jān lobej jermal in ājmour ikijien mwil (Medicaid) ilo jukjukin pād eo kwōj pād ie im ewōr aṃ jimwe ñan:

1. Bōk mejeje im jermal ko kwōj kajjitōk kake, pād iumwin Medicaid,
2. Iwōj kautiej, kajur, im make ɬok.
3. Jibañ kōmman kelet ko kake lale eo aṃ, koba jimwe eo ñan jab bōk uno.
4. Anemkwōj jān mō ak jenołok,
5. Bōk juon kape in jimwe ko an juon rinañinmej ikijien ājmour in mwil,
6. Bōk juon kape in rekoot in ājmour im kajjitōk ko rej oktak ak kajimwe,
7. Bōk mejeje kōn jibañ ko ikijien ājmour in mwil,
8. Bael juon bwōd, etaale, ak keij eo ñe kwōjjab mōñōñō.
9. Bōk juon laajrak in nōmba in telepoon ko rej kauwōtata,
10. Kōmman oktak ilo jabdewōt iien ñan jikin taktō ro aṃ ak menija in keij im bōk jermal ko an Ombud ko ilo bael bwōd, etaale, ak iien keij eo ejimwe.
11. Bōk jermal ilo juon jikin eo ejjełok-abañ (maroñ in jermal).
12. Bōk et, atōrej, telepoon nōmba, im jabdewōt kajin ko rej etal ijełokin Kajin Iñliij an ro ilo BHO aolep iiō ak ñe kwōj kajjitōk e,
13. Bōk joñan im aetok in jermal ko kwōj aikuj,
14. Bōk juon Kōjjeā in Emakūt jān BHO ñe jermal ko rejjab tōprak, ewōr joñan, edikłok, ejako ilo jidik iien, ak jako ñe kwōjjab errā ippān būlaan eo.
15. Bōk mejeje in jekjek im jermal ko an BHO,
16. Bōk jermal ko ilo ien jidimkij ak iien eo emōkaj ak ñe ewōr kauwōtata,
17. Bōk jermal ko ālikin aṃ kajur ɬok ñe kwōj bōk lale eo ejidimkij, ak iien eo emōkaj ak ñe ewōr kauwōtata ko rej jemłok ilo deloñ ilowaan aujpitōl,
18. Bōk jermal ko ekkar ñan iiō im manit,
19. En etal juon rikukok im pepa in ukok ilo ejjełok wōnāān ñan eok,
20. Bōk mejeje ko kwōj kajjitōk im jibañ ilo kajin ak jekjek in kelet eo aṃ,
21. Lale bwe en wōr ej kōmejeje ki eok kōn kelet ko ikijien uno im ta ko rej oktak rej kōmejeje ñan eok,
22. Jab lełok jabdewōt uno,
23. Bōk lale eo ejjełok kaljekłok ñan eok (ilo waanjoñak., iiō, ia eo juon ej pād ie, kain nañinmej).
24. Anemkwōj jān kakure in ānbwin ak kamijak,
25. Bōk kōmejeje in aolepān uno ko rej iwōj ñan eok im ta ko remaroñ wałok,
26. Kōmman katak ko ikijien ājmour in kalmenłokjen eo ej kwałok kōn kelet ko aṃ im ta ko kwōj kōnaān ñan ājmour in kalmenłokjen eo aṃ.
27. Bōk mejeje kōn jabdewōt ikijien taktō,
28. Bōk jermal ko remman im aikuj ñan taktō,
29. Bōk juon bar ɬōmñak jān juon rijerbal eo elap an jeā kōn ājmour in kalmenłokjen ilo BHO jikin eo ñe kwōjjab errā ippān jikin taktō eo aṃ.
30. Kelet juon jikin taktō ñan eok make im ajri eo nejūm (ñe ajri eo nejum ej pād iumwin13 iiō dettan),
31. Kajjitōk im bōk juon kape in rekoot in ājmour ko aṃ. Enaaj wōr rej kwałok wōj wōnāān ñan kape.
32. Kwōmaroñ bar kepaak Opiij eo an Jimwe ñan mejeje ko relapłok <http://www.hhs.gov/ocr>, ak etal ñan <http://apps.leg.wa.gov/wac/default.aspx?cite=388-877A-0460> A
33. Kwōmaroñ bar kepaak Opiij eo an Jimwe ñan mejeje ko relapłok ilo <http://www.hhs.gov/ocr>



Ilo iien eo kwōjjab ṁōṁōṁō kōn jabdewōt iaan kea eo aṁ, jerbal ko kwōj bōk jān us, aṁ kobaḷok ippān rijerbal ro, ak kwōj eñjake ke jabdewōt jimwe ko aṁ eṁōj aer rup, ewōr aṁ jimwe ñan bael juon bwōd.

Juon “bwōd” ej bar kōmelele ainwōt “aṁ jab ṁōṁōṁō kōn jabdewōt unin” eo ej jinoe jān armej ro rej bōk jerbal ak ro rijerbal ro aer.

Jerbal in ilaḷ ej kwaḷok kōn wāween leḷok bwōd im jerbal im ṁakūtkūt ko renaaj bōk ekkar ñan e.

1. Kwaḷok ñan rijerbal in clinic eo aṁ, bōj eo an jikin clinic eo ak bar jet uwaan kumi in bōk uno bwe ren jeḷā ke kwōjjab ṁōṁōṁō im ilo an jenoḷok ta eo kwōjjab ṁōṁōṁō kake. kwe maroñ bael aṁ bwōd ilo jabdewōt iaan jeje ak ilo ainikien.
2. Ñe kwōj bael aṁ bwōd/kwaḷok aṁ jab ṁōṁōṁō, jouj im jeḷā ke bwōd ko aṁ reban jemḷok ilo an wōr jabdewōt ak abañ ñan jerbal ko.
3. EWŌR aṁ jimwe ñan bael bwōd, ñan an wōr ej roñjake eok, ñan aṁ bok jibañ ilo juon jekjek in kautiej im jouj, ñan an bwōd eo aṁ lukkun etaale im lōmṁak kake, im ñan joñan iien eo ejimwe im/ak jemḷok ko.
4. Eddo ko aṁ ilo jerbal in lale bwōd ej ñan lukkun kōmeleleiki bwōd eo aṁ, ñan kōnaan ilo juon wāween eo ej kautiej im jouj, im ilo iien eo kwōjjab ṁōṁōṁō kōn jemḷok ak kelet, ñan jutak ñan eok make ilo aṁ kepaak Managed Care Organization (MCO, Doulol in Lale) ak Office of Behavioral Health Advocacy Service (Opīij eo an Lale Ājmour in Mwil im Jerbal in Kakajur) ñe kwōnaaj eñjake aṁ kōṁaan kōṁmane INNĀM,
5. Jimwe ko an MultiCare Behavioral Health, Greater Lakes Mental Health im Navos Mental Health ilo jerbal in lale bwōd eo renaaj bōk meḷeḷe ko rejimwe kōn bwōd eo, im bōk lale ilo kautiej im jouj.
6. Eddo ko an MultiCare Behavioral Health, Greater Lakes Mental Health im Navos Mental Health ilo jerbal in lale bwōd ej ñan bōk aolep meḷeḷe ko repād, ñan kakāal im lōmṁak kake meḷeḷe ko ñan bwōd eo, kadedeḷok juon iien etaale keij eo ekkar, ñan tōprak ḷok ilo an wōr jimwe/uno ilo juon ien eo eṁṁan, im ñan etaale aolep bwōd ilo juon wāween eo ejjab duoḷok.
7. Ilowaan lalem (5) raan in jerbal jān riboot in bwōd eo, kwōnaaj loe juon kile kōn lale bwōd.
8. Ilo iien eo kwōnaaj loe bwōd eo, jenaaj jinoe jerbal e juon uak ñan kadikḷok aṁ jab ṁōṁōṁō. ĀINWŌT ṁōttan jerbal in, bwōd eo aṁ im aolepān meḷeḷe ko renaaj etaale. Ñe eṁōj kwaḷok rikaṁool ro, jenaaj kajeoñ in kajjitōkin er ainwōt ṁōttan jerbal in etaale ko.
9. EJAB to ḷok jān jilñoul (30) raan ilo kōḷōṁta, bwōd eo aṁ enaaj etaale im bōk uak. KWŌNAAJ bōk juon leta in kwaḷok Uaak ñan Bwōd eo ej laajrak e wāween bōk uno, koba kelet ko jet ñan iien eo kwōjjab ṁōṁōṁō ak jab errā kōn uak eo.
10. Ilo ad kōjatdikdik in maroñ lewōj ṁōṁōṁō ñan eok im jako bwōd eo aṁ, ñe kwōjjab ṁōṁōṁō ak jab errā kōn uak eo, komaroñ kepaak Managed Care Organization.
11. Ñe kwōnaaj kōṁaan eḷapḷok jibañ ikijjien kakajur ñan leḷok laajrak in bwōd, kwōmaroñ kepaak e ḷok Opīij eo an Jerbal in Kakajur kōn Ājmour in Mwil ilo āne eo aṁ jekdoon ilo [www.obhadovacy.org](http://www.obhadovacy.org) ak ilo **1-800-366-3103** ak **360-292-5038**. Opīij eo an Jerbal in Kakajur ikijjien ājmour in Mwil ej pellḷok ñan uak kajjitōk im ñan jibañ ro rej make ḷok im baamle ko ilo jerbal in bwōd ko.

# Kōjjeḷā Aorōk kōn Rekoot in Ājmour ko Aḡ

MultiCare Behavioral Health Network, kōḡḡan jān Navos, Greater Lakes Mental Healthcare im MultiCare Behavioral Health, ej ḡōttan MultiCare Health System kwaḷok juon kain webjait eo aunḷain kōn Rekoot in Ājmour. Ej meḷeḷein ke **jabdewōt MultiCare jikin taktō emaroñ kōjerbale rekoot in bōk uno jān jabdewōt MultiCare jikin jermal, ra ak jikin taktō.**

Kōnke jej aolep ḡōttan juon wōt kain jermal in ājmour, MultiCare taktō eo aḡ enaaj maroñ in lale Joñan aḡ Kōjerbale Uno ko Rekajur ak rekoot in ājmour in kalmenḷokjen jān Navos, Greater Lakes ak MultiCare Behavioral Health. Kaunjelor ak jikin taktō eo ilo jabdewōt iaan doulol in Behavioral Health Network emaroñ bar kōjerbale meḷeḷe ko kōn ājmour in ānbwin eo aḡ jān MultiCare Jermal in Ājmour.

Maroñ in ñan kwaḷok im kōjerbale meḷeḷe ko ilo MultiCare ej kōḷḷok ad leḷok ta eo eḡḡantata, ājmour in likio in armej eo ej kobaiki aolepān ājmour eo aḡ, koba ānbwin, kalmenḷokjen im uno ñan Kōjerbale Uno ko Rekajur.

# Kōmelele ko ikijjien Ājmour in Kalmenlōkjen

Juon jermal in wōnmaanlōk ikijjien ājmour in kalmenlōkjen (MHAD) ej juon pepa eo emōj jeiki im ta ko rej aikuj ñan uno im lale ilo iien ko ebin aṃ kōṇaan im kōṃṃan kelet. Emaroñ kwaṃlōk ñan ro jet kōn uno ko kwōj kōṇaan ak jab kōṇaan. Ñe kwōnaaj kōṇaan elapṃlōk melele kōn wōnmaanlōk ko ilo ājmour in kalmenlōkjen ak ñe kwōnaaj aikuj jibañ ilo bōk juon, kwōmaroñ ippān Kumi in Bōk Uno eo ilo MultiCare Behavioral Health, Greater Lakes Mental Health, ak Navos Mental Health, ak kwōmaroñ kall ae:

**State of Washington Division of Behavioral Health and Recovery,  
Office of Consumer Affairs: 1-800-446-0259**

# Kakien ikijjien Jab-Jede

Aorök ñan am̄ kall ñan jołok jabdewöt appoinmen eo eban jermal ñan eok 24 awa mokta jän appoinmen eo. Ñe kwōban kall 24 awa mokta lołok ñan jołok juon appoinmen, enaaj kakōlle äinwöt an rumwij an jołok ak jab-jede.

## Ñe kwōban etal ñan appoinmen in kaunjel eo am̄ enaaj wałok ilo am̄ jab-jede:

- Ñe ejañin dedełok juon iien kaunjel ippän kaunjelur eo am̄, taktō, rijermal in clinic ilowaan 30 raan jän appoinmen eo kwaar jab kepaake, jej mełełe ke kwōjjab kōñaan ak kwōjjab maroñ wōnmaanłok ilo kaunjel im keij eo am̄ enaaj kilok.
- Ñe juon iien idiñ enaaj wałok im enaaj kabojrak am̄ pād ilo appoinmen eo am̄ im jän jołok ilowaan 24 awa, jouj kepaake Rā eo an Kōmman Jikeduul im/ak taktō/keij menija eo am̄/rijermal in clinic ñan kōñaan kōn kelet ko. Ñe enaaj kilok jaat eo am̄, aolep jermal in lale uno renaaj bar jemłok. *(Jermal in emaroñ oktak pedped ion jikin eo kwōj bōk jermal ko.)*

## Nōm̄ba in telepoon ñan jikeduule:

**Greater Lakes MHC:** 253-581-7020

Kelet 2 – Jermal in Taktō an Rütto: 253-620-5064

Kelet 3 – Jermal an Ajri & Baamle/Kajju dial: 253-620-5109

**Greater Lakes Spanaway Clinic:** 253-535-1935

**Kitsap:** 564-669-5250 kelet 2 innām 2

**MBH:** 253-697-8400 kelet 2 innām 2

**Navos Łoke Burien Infant & Youth Clinic:** 206-242-1698 kelet 0

**Navos Mental Health & Wellness Center:** 206-257-6600 kelet 8

**Spokane - Inland NW:** 509-342-3480 kelet 2 innām 2

Kom̄mool kōn am̄ kelet kij äinwöt jikin jibañ eok ilo äjmour in kalmenłokjen. Jej kamoolol kōn peejnejo eo am̄ im lewōj juon kallimur ñan eok ñan wōnmaanłok ilo am̄ kwałok jermal ko remman.

# Katak ikijjien an Kantūrol Uno ilo Doulol eo an Ājmour ikijjien ʘwil

**Kwōj ruwainene ʘan Multicare Behavioral Health Network:** Būlaan in uno eo aʘ emaroñ kobaiki aʘ lale clinic in Jerbal in Taktō ko ad ʘan etaale ko ilo iien-kadu ikijjien uno in ājmour in kalmenlōkjen. Jekōḅaan bwe kwōn jeḅā kōn katak eo ad ikijjien Simulant (Adderall, Vyvanse, Ritalin bar jet.), Benzodiazepine (Valium, Xanax, Klonopin, bar jet.) im Sedative Hypnotic (Ambien, Temazepam, Lunesta, bar jet.) kilaaʘ ko an elōñ kain uno.

**Uno ko rejjab jān jikin-kauno eo:** Jeij rōjañ aʘ jermal ippān keij meniʘa, rijerbal in clinic, im taktō ʘan ekatak kōn wāween kaminene ʘan lale joñan ikkumlōk, lalelōk, im kiki.

## Ñe Jerbal in Taktō ko Rej Etal:

- Bōk kuḅaaʘ ilo jibañ ej aikuj ʘan bōk lale ilo clinic in Jerbal in Taktō ko.
- Deloñ ilo Jerbal in Taktō ko ej ilo jidik wōt iien.
  - Jejjab lelōk uno ko rej make ak ilo iien-aetok.
  - Kōttōpar in uno ko ilo Jerbal in Taktō koba ippān karōl lale ʘan jikin taktō eo aʘ ekkā aʘ kōjerbale ak juon bar jikin jukjukin pād eo ej kōjerbale ʘan uno ilo iien aetok.
- Jejjab bōk jermal kein ilo an waḅok ADHD nañinmej ilo būrookraaʘ an rūtto.
  - Stimulant uno ko rej jermal ʘan eloñ kain nañinmej ko rej bar waḅok.
- Jej loore jekjek in lale ʘe taktō ej kwaḅok ke emaroñ bōk uno ko.
  - Benzodiazepines/Sedative Hypnotics (ʘe taktō ej lelōk) ej aikuj jermal wōt ilo joñan eo ediktata im iien eo ekadu tata.
  - Benzodiazepines emaroñ juon uno eo ekajur ʘan kobaiki ippān elōñ kain uno (Opioids, MAT, Uno in kiki, bar jet.).
  - Kantūrol kōjerbale uno ejjab eḅḅan ʘan elōñ kain nañinmej.
- Uno ko, ʘe alikkar, rej kelet ʘan jibañ ikijjien nañinmej eo eḅōj kwaḅok wōj pedped ionon teej eo an jikin taktō eo, ta ko ej loe jān clinic, im kaḅool in katak ko reḅḅan tata.
- Jerbal in Taktō ko rej kakwōne jimwe ʘan joḅok an wōnḅaanlōk ilo kwaḅok uno(ko)
  - Rijerbal ro ewōr aer eddo ʘan lelōk uno (im joḅok aer lelōk uno) ilo juon wāween eo ej eḅḅan ʘan ājmour im kwe.
  - Jekdoon ʘe kwōj bōk uno ko rej kantūrol ilo ḅokta lōk jikin taktō ko ad rej kōḅḅane juon kelet kōn kauwōtata im jeraḅḅan ilo aʘ wōnḅaanlōk im kōjerbale.