

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW PROTECTED HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. THIS NOTICE ALSO DESCRIBES YOUR RIGHTS AND SOME OBLIGATIONS MULTICARE HAS REGARDING THE USE AND DISCLOSURE OF YOUR PROTECTED HEALTH INFORMATION. **PLEASE REVIEW IT CAREFULLY.** This notice is effective as of July 2025.

For purposes of this Notice, “MultiCare” or “we” means MultiCare Health System, including MultiCare Connected Care, Cardiac Heart and Vascular Institute, and members of the MultiCare Behavior Health Network: Greater Lakes Mental Healthcare and Navos.

MULTICARE’S PLEDGE AND RESPONSIBILITIES REGARDING YOUR PROTECTED HEALTH INFORMATION

We understand that information about you and your medical and behavioral health is personal. We are committed to protecting your protected health information are required under federal and state law to take steps to protect this information. Under federal privacy laws, this information is called “protected health information”. Protected health information includes certain information we have created or received that identifies you, including information regarding your health or payment for your health at a MultiCare facility, whether by hospital personnel, your personal doctor or other practitioners involved in your health care. It includes your medical records and personal information such as your name, social security number, address, and phone number.

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this Notice and give you a copy of it.
- We will not use or share your protected health information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [Notice of Privacy Practices | HHS.gov](#)

WHO WILL FOLLOW THIS NOTICE

This Notice describes the practices of MultiCare and that of:

- Any health care professional authorized to enter information into your medical record at any MultiCare facility.
- All departments and units of MultiCare.

- Any member of a volunteer group we allow to help you while you are at a MultiCare facility.
- All MultiCare employees and personnel including contracted or agency staff.
- MultiCare Connected Care workforce members.
- Other health care providers who have agreed to follow and abide by the “joint notice of privacy practices” terms described below.

JOINT NOTICE OF PRIVACY PRACTICES

In addition to those persons identified above, a number of other independent practitioners have agreed with MultiCare to follow this Notice as a joint privacy practices notice in accordance with federal privacy laws related to care delivered at MultiCare facilities, including the members of the medical staffs of MultiCare Allenmore Hospital, MultiCare Auburn Medical Center, MultiCare Capital Medical Center, MultiCare Covington Medical Center, MultiCare Deaconess Hospital, MultiCare Good Samaritan Hospital, MultiCare Mary Bridge Children’s Hospital, MultiCare Navos Hospital, MultiCare Tacoma General Hospital, MultiCare Valley Hospital, MultiCare Yakima Memorial Hospital, Behavioral Health Network facilities and all wholly owned and controlled administrative and ambulatory locations and services.. The independent practitioners that have agreed to follow this Notice may access your protected health information where there is a legitimate need to do so for treatment, payment and health care operations) purposes related to the joint care setting at MultiCare facilities. The independent practitioners that have agreed to follow this joint notice likely will have separate Notice of Privacy Practices for care delivered at non-MultiCare facilities (e.g. a physician’s office). You are encouraged to request information from a non-MultiCare practitioner about any separate Notice of Privacy Practices followed by that practitioner at non-MultiCare offices or facilities.

MULTICARE CONNECTED CARE NETWORK

MultiCare is part of the MultiCare Connected Care Network which is an organized healthcare arrangement (OHCA) under the Health Insurance Portability and Accountability Act (HIPAA). An OHCA is an arrangement that allows MultiCare entities to share protected health information about our patients and/or plan members to promote the joint operations of the participating entities. The entities covered by this notice have formed an OHCA and share protected health information with each other for the treatment, payment and health care operations of the OHCA.

OTHERS WHO MAY ACCESS OR USE YOUR PROTECTED HEALTH INFORMATION

MultiCare participates in health information exchange networks to facilitate the secure exchange of your electronic protected health information regarding your treatment between and among other health care providers or health care entities including but not limited to Emergency Department Optimization (EDO), Virtual Lifetime Electronic Record (VLER - DoD/VA), CareEverywhere and the Trusted Exchange Framework and Common Agreement (TEFCA). MultiCare also provides connectivity to its Electronic Health Record to independent community health care providers. As a condition of such access, each of these providers agrees to using information on a “need to know” basis and to comply with state and federal laws related to privacy and security.

YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

Unless indicated otherwise, you may exercise one of your privacy rights by submitting a written request to MultiCare Health System, Health Information Management, PO Box 5299, MS: 315-C5-HIM, Tacoma, WA 98415-0299. For more specific instructions on what information to include in a written request, contact Health Information Management by phone 253-403-2423.

YOU HAVE A RIGHT TO:

Get an electronic or paper copy of your health record – Usually this includes treatment and billing records and does not include psychotherapy notes.

- To request an opportunity to inspect and/or obtain an electronic or paper copy your protected health information, visit www.multicare.org to obtain a copy of the authorization request (release of information) form or contact Health Information Management (medical records) at 253-403-2423. Greater Lakes and Navos medical records may also be requested via fax at 253-697-8393 or through BHMedicalRecords@multicare.org.
- We will provide the requested information within 15 days of your request. You may be charged a reasonable, cost-based fee with your request.
- In certain limited circumstances, we may deny your request to inspect and/or copy your protected health information. You may request that the denial be reviewed.

Ask us to correct certain protected health information – If you feel that information, we have about you is incorrect or incomplete you can request an amendment to such information.

- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request an accounting of certain disclosures – You may request an accounting of certain disclosures of your protected health information listing all the disclosures we made to others for six years prior to the date you ask.

- We will include all disclosures except those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make), We will provide one accounting a year for free but will charge a reasonable, cost-based fee if your ask for another within 12 months.

Request restrictions – You may request in writing that we limit the way we use and disclose your protected health information.

- You also have the right to request a limit on the protected health information we disclose about you to someone who is involved in your care or the payment of your care, like a family member or friend.
- If you want to put such a restriction in place, please notify your healthcare provider’s front office staff and complete the Request for Restrictions form prior to being seen.
- We are not required to agree to your request, and we may say “no” if it would affect your care.
- If we do agree to your request, we will comply unless the information is needed to provide emergency treatment to you.

Right to request nondisclosure to health plans for self-paid items or services – You have a right to request in writing that healthcare items or services for which you self-pay for in full in advance of your visit not be disclosed to your health plan.

- We will say “yes” unless a law requires us to share that information.
- You are responsible for notifying any other providers, such as your pharmacy, of any restriction requests.

Request confidential communications – You may request in writing that confidential communications about medical or behavioral health matters be made in a certain way or at a certain location.

- For example, you can ask that we only contact you at work or by mail to an alternative address.
- We will say yes to all reasonable requests. You do not have to provide a reason, but the request must specify how or where you wish to be contacted.

Ask us to limit what we use or share - You may ask us **not** to use or share certain protected health information for treatment, payment or our operations.

- We are not required to grant your request and may say “no” if it would impact your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Choose someone to act for you – If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your protected health information.

- We will ask the person to show proof of this authority to act for you before we take any action.

Receive a paper copy of this notice – You can request a paper copy of this Notice at any time from any MultiCare employee, even if you have agreed to receive this notice electronically.

- This Notice is also available online at www.multicare.org.

USES AND DISCLOSURE OF YOUR PROTECTED HEALTH INFORMATION BY MULTICARE

Your Choices: For certain protected health information, you can tell us your choices about what we share. If you have a clear preference for how we share your protected health information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share protected health information with your family, close friends, or others involved in your care
- Share protected health information in a disaster relief situation
- Include your protected health information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your protected health information if we believe it is in your best interest. We may also share your protected health information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we will not share your protected health information unless you give us written permission (signed consent):

- Marketing purposes where remuneration is received
 - ~ Limited information about you may be used to support communication about available products or services.
 - ~ If you do not wish to receive such materials, please email opt-out@multicare.org.
- Sale of your protected health information
- Most sharing of psychotherapy notes
- Situations not described in this Notice that do not pose a threat to health or safety

In the case of fundraising: We may contact you for fundraising efforts, but you can tell us not to contact you again.

- If you no longer wish to receive fundraising requests supporting MultiCare, please call (toll-free) 855-884-4284, or alternatively send an e-mail to annualgiving@multicare.org.
- We respect your choice regarding fundraising communications and your decision will have no impact on your treatment or payment for services at MultiCare.

MultiCare typically will use or share your protected health information in the following ways:

Treatment: We may use and disclose your protected health information to provide you with medical treatment and services and share it with other professionals who treat you.

- This use and disclosure may be for continuity of care or to doctors, nurses, technicians, health care students, or other health system personnel who are involved in your care.
- We may use and disclose your protected health information to different departments to coordinate activities such as prescriptions, lab work and x-rays and to other health care providers who may be involved in your medical care, such as long-term care facilities, other hospitals or clinics, or remote health care providers such as the services offered by telemedicine providers who may reside in other communities, including communities outside of Washington and Idaho.

Payment: As permitted by law, we may use or disclose your protected health information to get payment from health plans and other entities.

- This includes billing for treatment and services you receive at a MultiCare facility.
- In addition, we may use or disclose your protected health information to collect payment or to obtain prior approval for treatment and services.

Health system operations: We can use and share your protected health information to run our business, improve your care, and contact you when necessary.

- Running our business includes activities such as scheduling, infection control, administering the health plan, the creation of de-identified data, training advanced technologies, and population health activities.
 - Advanced Technologies. We may use or disclose your health information for purposes of developing new technologies and tools, including artificial intelligence, to use for our own treatment, payment, and health care operations purposes.
 - De-Identified Information. We may use your health information, or disclose it to a third party whom we have hired, to create information that does not identify you in any way. Once we have de-identified your information, it can be used or disclosed in any way according to law without your authorization or consent, including but not limited to, research studies, use or development of artificial intelligence tools and other advanced technologies, and health care/health operations improvement activities.

- We may also use and disclose your protected health information to other individuals (such as consultants and attorneys) and organizations that help us with our business activities.
- We may also use your protected health information for internal purposes, like ensuring the quality of care, identifying training needs, reviewing outcomes, sending patient satisfaction surveys, and other administrative activities.
- We may also disclose your protected health information to Business Associates, or companies that provide a service to us or on our behalf and have provided satisfactory assurances that they will protect your protected health information.

MultiCare may also use your protected health information in the following ways:

Public Health and Safety Issues – We may disclose your protected health information to agencies, when necessary, to support public health activities. These activities generally include the following:

- To prevent or control disease, injury or disability;
- To report births and deaths;
- To report abuse or neglect;
- To report reactions to medications or problems with products;
- To notify people of recalls of products they may be using;
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
- To notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure when required or authorized by law.
- Preventing or reducing a serious threat to anyone’s health or safety

Research – We engage in important health research. Our research may involve medical procedures and some is limited to collection and analysis of protected health information. All research projects involving protected health information are subject to special approval process conducted by an Institutional Review Board (IRB) to assure appropriate access to and use of your information. An IRB is a committee that is responsible, under federal law, for reviewing and approving human subject research to protect the safety of the participants and the confidentiality of protected health information. Unless the IRB has issued a waiver of informed consent and authorization, we will ask for your written permission (informed consent or authorization) before a researcher will have access to your name, address, or other information that reveals your identity. In limited circumstances, prior to the start or enrollment in a study, your protected health information may be disclosed without your informed consent and authorization. This is done on a limited basis and in compliance with state and federal law.

Limited Data Set Information – We may disclose limited health information to third parties for purposes of research, public health and health care operations. This limited data set will not include any information that could be used to identify you directly.

Comply with the Law – We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

Organ and Tissue Donation – We can share protected health information about you with organ procurement organizations.

Coroners, Medical Examiners, and Funeral Directors – We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Workers’ Compensation – We can use or share protected health information about you for workers’ compensation claims.

Government Requests and Law Enforcement – We can use or share protected health information about you:

- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and Presidential protective services
- In limited circumstances, for law enforcement purposes or with a law enforcement official

Lawsuits and Disputes – We may disclose your protected health information in response to a court or administrative order, subpoena, discovery request, or other lawful process, if you are involved in a lawsuit or a dispute.

Contacting You – MultiCare may contact you about your health care using the addresses, phone numbers and email addresses that you provide us. This may include using an automated phone dialing system, pre-recorded or synthetic voice messages, texting, or email. When we contact you in this manner, you will be given the opportunity to opt out of receiving similar communications going forward.

- Our messages may include, but are not limited to, information about appointment reminders, discharge planning, billing, prescription reminders, research opportunities, and regulatory notices provided in lieu of first-class mail. Because any texts and emails would not be encrypted, there is a risk that someone else could read or access these messages. We therefore take steps to limit the amount of protected health information that they contain. If you do not wish to receive these types of text or email messages, please let us know, and we will honor your request.

Treatment Alternatives – We may use or disclose protected health information to tell you about or recommend possible treatment options or alternatives.

Health-Related Benefits and Services – We may use or disclose protected health information to tell you about health-related benefits, services, or medical education classes.

Inmates – We may disclose your protected health information to a correctional facility or law enforcement official, if you are an inmate or in custody.

Incidental Disclosures – Certain incidental disclosures of your protected health information may occur as a byproduct of lawful and permitted use and disclosure of your protected health information. Reasonable safeguards are in place to minimize these disclosures.

Blood Conservation Services – We may use or disclose your protected health information if you have indicated affiliations with certain organizations and we believe you may be an ideal candidate who could benefit from blood conservation services.

Serious and imminent threats – We may share your protected health information when needed to lessen a serious and imminent threat to the health or safety of you, the public, or another person.

CONFIDENTIALITY OF SUBSTANCE USE DISORDER PATIENT RECORDS

Some MultiCare clinics and locations and staff specialize in providing substance use disorder treatment (Programs). The confidentiality of substance use disorder patient records maintained by these Programs is protected by special federal law and regulations, in addition to HIPAA. Generally, such a Program may not say to a person outside the Program that a patient attends the Program, or disclose any information identifying a patient as having or having had a substance use disorder unless:

1. The patient consents in writing;
2. The disclosure is allowed by a court order; or
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the federal law and regulations governing substance use disorder patient records by a Program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations:

The U.S. Attorney where the Program is located:

Washington: District of Washington, 800 5th Ave, Suite 2000, Seattle, WA. 98104-3188

For opioid treatment programs (previously known as methadone programs), you also can contact: SAMHSA Center for Substance Abuse Treatment, 5600 Fishers Lane, Rockville, MD 20857 Phone 877-SAMHSA-7 (877-726-4727) Federal law and regulations do not protect any information about a crime committed by a patient either at the Program or against any person

who works for the Program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities (See 42 U.S.C. 290dd-2 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations).

CONFIDENTIALITY OF REPRODUCTIVE HEALTH PATIENT RECORDS

Prohibited Uses: MultiCare clinics and locations provide reproductive health care services. The confidentiality of reproductive health records is protected by special federal law and regulations. It is prohibited to use or disclose patient information to:

- Conduct a criminal, civil or administrative investigation for the act of seeking, obtaining, providing or facilitating reproductive health care;
- Impose criminal, civil or administrative liability on any person for seeking, obtaining, providing, or facilitating reproductive health care; or
- To identify any person described in bullet one and two above.

Prohibited Disclosure Example: Patient A travels to Washington state for reproductive health services that are not legal in Patient A's state of residence. The court in Patient A's state of residence issues an order requiring MultiCare to produce the records of Patient A to enforce stricter reproductive health laws in their state.

Health information disclosed under the protections of the HIPAA Privacy Rule may no longer be protected if redisclosed by the recipient of the health information.

REPRODUCTIVE HEALTH INFORMATION EXCEPTION FOR MINORS IN IDAHO

- Idaho – Parental consent is required for most treatment, including reproductive health, of unemancipated minors and parents have the right to access minor medical records with limited exceptions.

OTHER SENSITIVE INFORMATION AND PATIENT RECORDS

Certain types of protected health information may have additional protection under state (Washington, Oregon, Idaho) or federal law. For example, protected health information about mental health, HIV/AIDS and genetic testing results is treated differently than other types of health information. To the extent applicable, MultiCare would need to get your written permission before disclosing these categories of information to others in most circumstances.

OTHER USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION Other uses and disclosures of your protected health information not covered by our current Notice or applicable laws will only be made with your written permission. You may revoke any permission

by submitting a request in writing to the MultiCare Privacy and Civil Rights Office (at the contact information under Questions and Complaints). If you revoke your permission, we will no longer use or disclose your protected health information for the reasons covered by your written authorization unless required by law. You understand that we are unable to take back any uses or disclosures we have already made, while your permission was in effect, and that we are required to retain our records of the care that we provide to you.

CHANGES TO THIS NOTICE

MultiCare can change the terms of this Notice, and the changes will apply to all information we have about you. The new Notice will be available upon request, at our facilities, and on our web site.

QUESTIONS AND COMPLAINTS

If you have general questions about this Notice, please contact the MultiCare Privacy and Civil Rights Office by phone: 866-264-6121 or email: compliance@multicare.org.

If you believe your privacy rights have been violated, you may file a complaint with the MultiCare Privacy and Civil Rights Office, MultiCare, 820 A Street, MS:820-2-CEP, Tacoma, WA 98402. If we cannot resolve your concerns, you also have the right to file a written complaint with the Centralized Case Management Operations, U.S. Department of Health and Human Services, by sending a letter to 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201, emailing OCRComplaint@hhs.gov, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/what-to-expect/index.html>

We will not retaliate against you for filing a complaint and the quality of your care will not be jeopardized.

NOTICE OF LANGUAGE AVAILABILITY – FREE INTERPRETER SERVICE

MultiCare offers interpreter services for all languages at no cost to you. If your language is not listed, MultiCare will still provide interpreter services at no cost to you.

English

Notice of Availability: If you speak English, free interpreter services and free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Please contact clinic/hospital staff, your health care provider, or call one of the following numbers for assistance: [855-462-3822](tel:855-462-3822) or TTY [800-833-6384](tel:800-833-6384). We're glad you're here, thank you for choosing MultiCare.

Español (Spanish)

Aviso de disponibilidad: si usted habla español, hay servicios gratuitos de interpretación y de asistencia en el idioma disponibles para usted. Además, se ofrecen servicios gratuitos y ayudas auxiliares que brindan información en formatos accesibles. Comuníquese con el personal del hospital o de la clínica, con su proveedor de atención de la salud o llame a uno de los números siguientes para recibir ayuda: [855-462-3822](tel:855-462-3822) o TTY [800-833-6384](tel:800-833-6384). Nos alegra que esté aquí, gracias por elegir MultiCare.

中國人 (Chinese)

服务可用性须知：如果您使用普通话(中文)，我们可为您提供免费的口译服务和免费的语言协助服务。此外，还免费提供适当的辅助器具和服务，以无障碍格式提供信息。请联系诊所/医院工作人员、您的医疗服务提供者，或者拨打以下电话号码寻求帮助：[855-462-3822](tel:855-462-3822) (TTY 听障专线 [800-833-6384](tel:800-833-6384))。感谢有您，也感谢您选择 MultiCare。

Tiếng Việt (Vietnamese)

Thông báo về dịch vụ: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ phiên dịch viên miễn phí và dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Các dịch vụ và hỗ trợ bổ sung phù hợp nhằm cung cấp thông tin ở định dạng dễ tiếp cận cũng được cung cấp hoàn toàn miễn phí. Vui lòng liên hệ với nhân viên tại phòng khám hoặc bệnh viện, nhà cung cấp dịch vụ chăm sóc sức khỏe của quý vị hoặc gọi đến một trong các số điện thoại sau để được hỗ trợ: [855-462-3822](tel:855-462-3822) hoặc TTY [800-833-6384](tel:800-833-6384). Chúng tôi rất hân hạnh được phục vụ quý vị, xin trân trọng cảm ơn vì đã tin tưởng lựa chọn MultiCare.

한국인 (Korean)

이용 가능 여부 안내: 한국어를 구사하는 경우, 무료 통역 서비스와 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하는 적절한 보조 도구와 서비스도 무료로 제공됩니다. 도움이 필요하시면 클리닉/병원 직원, 담당 의료 서비스 제공자에게 문의하시거나 [855-462-3822](tel:855-462-3822)번 또는 TTY [800-833-6384](tel:800-833-6384)번으로 전화해 주십시오. 귀하를 도와드릴 수 있어서 기쁩니다. MultiCare를 선택해 주셔서 감사합니다.

Русский (Russian)

Уведомление про доступность: Если вы говорите на русском языке, мы предоставим вам бесплатно услуги переводчика и языковой поддержки. Необходимые вспомогательные средства и услуги для представления информации в доступных формах (специальные возможности) также предоставляются бесплатно. Для получения помощи обратитесь к персоналу клиники/ больницы, к вашему врачу, или позвоните: [855-462-3822](tel:855-462-3822) или TTY (телетайп) [800-833-6384](tel:800-833-6384). Мы рады вам помочь, благодарим вас за обращение в MultiCare!

Tagalogisht (Tagalog)

Paunawa ng Pagiging Available: Kung nagsasalita ka ng Tagalog, mayroon kang libreng serbisyo ng tagapagsalin at libreng tulong sa wika. Mayroon ding mga naaangkop na pantulong na kagamitan at serbisyo para magbigay ng impormasyon sa mga format na madaling maunawaan nang walang bayad. Mangyaring makipag-ugnayan sa kawani ng klinika/ospital, sa iyong tagapangalaga ng kalusugan, o tumawag sa isa sa mga sumusunod na numero para sa

tulong: [855-462-3822](tel:855-462-3822) o TTY [800-833-6384](tel:800-833-6384). I kinalulugod namin na narito ka, salamat sa pagpili sa MultiCare.

Український (Ukrainian)

Повідомлення про наявність послуг: Якщо ви говорите українською, вам надаються безкоштовні послуги перекладача та безкоштовна мовна допомога. Відповідні допоміжні засоби та послуги для забезпечення інформацією в доступних форматах також надаються безкоштовно. Зверніться за допомогою до персоналу клініки/лікарні, свого лікаря або зателефонуйте за одним з наступних номерів: [855-462-3822](tel:855-462-3822) або TTY [800-833-6384](tel:800-833-6384). Ми раді, що ви з нами. Дякуємо, що обрали MultiCare.

មន-ខ្មែរ ខ្មែរ (Mon-Khmer, Cambodian)

សេចក្តីជូនដំណឹងអំពីសេវាដែលអាចរកបាន៖
ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ អ្នកអាចប្រើសេវាបកប្រែផ្ទាល់មាត់ និងជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ។ អ្នកក៏អាចប្រើជំនួយ និងសេវាជំនួយបន្ថែមសមស្របដើម្បីផ្តល់ព័ត៌មានជាទម្រង់ដោយឥតគិតថ្លៃផងដែរ។ សូមទាក់ទងបុគ្គលិកមន្ទីរពេទ្យ/គ្លីនិក អ្នកផ្តល់សេវាថែទាំសុខភាពរបស់អ្នក ឬទូរសព្ទទៅលេខណាមួយខាងក្រោមដើម្បីស្នើសុំជំនួយ៖ [855-462-3822](tel:855-462-3822) ឬទូរសព្ទសារពិសេស (TTY) [800-833-6384](tel:800-833-6384)។ សូមអរគុណចំពោះការជ្រើសរើសយក MultiCare។

日本語 (Japanese)

空き状況のお知らせ：日本語を話される場合、無料の通訳サービスと無料の言語サポートサービスをご利用いただけます。便利なフォーマットで情報を提供するための適切な補助機器やサービスも無料で利用できます。診療所/病院のスタッフ、医療機関に連絡するか、次の番号のいずれかに電話してください：[855-462-3822](tel:855-462-3822) または TTY [800-833-6384](tel:800-833-6384)。来てくれて嬉しいです, MultiCareをご利用いただきありがとうございます。

አማርኛ (Amharic)

የድጋፍ መኖር ማሳወቂያ፡ አማርኛ ቋንቋን የሚናገሩ ከሆነ፣ ነጻ የአስተርጓሚ አገልግሎቶች እና ነጻ የቋንቋ እርዳታ አገልግሎቶች ማግኘት ይችላሉ። ከዚህም ሌላ መረጃን ቀላል በሆኑ መንገዶች ለማቅረብ ይቻል ዘንድ ተስማሚ የሆኑ ድጋፍ ሰጪ መረጃዎች እና አገልግሎቶች በነጻ ይገኛሉ። ድጋፍ ለማግኘት፣ እባክዎን የክሊኒክ/ሆስፒታል ሰራተኞችን ወይም የጤና እንክብካቤ አቅራቢዎን ያነጋግሩ ወይም ከሚከተሉት ቁጥሮች በአንዱ ይደውሉ፡- [855-462-3822](tel:855-462-3822) ወይም TTY [800-833-6384](tel:800-833-6384)። እኛ ዘንድ በመምጣትዎ ደስታ ይሰማናል፣ MultiCareን ስለመረጡ እናመሰግናለን።

Cushita (Cushite)

Yaadachiisa Tajaajilli Argamuu: Afaan Oromo dubbattu yoo ta'e, tajaajiloonni turjumaanaa fi tajaajiloonni deeggarsa afaanii bilisaan isiniif ni kennamu. Odeeffannoo bifa dhaqqabamaa ta'een dhiyeessuudhaaf meeshaaleen qaama miidhamtootaaf mijaa'oo ta'an bilisaan ni argamu. Maaloo hojjettoota kilinikaa/hospitaalaa, dhiyeessaa kunuunsa fayyaa keessanii qunnamaa, ykn deeggarsaaf lakkoofsa armaan gadii keessaa tokkotti bilbilaa: [855-462-3822](tel:855-462-3822) ykn TTY [800-833-6384](tel:800-833-6384). Asitti argamuu keessanitti gammadneerra, MultiCare filachuu keessaniif galatoomaa.

عربي (Arabic)

إشعار التوفر: إذا كنت تتحدث العربية، فإنه تتوفر لك خدمات مترجم فوري مجانية وخدمات مساعدة لغوية مجانية. كما تتوفر مجانًا وسائل وخدمات مساعدة مناسبة من أجل تقديم المعلومات بتنسيقات ميسورة الاستخدام لذوي الاحتياجات الخاصة. يرجى الاتصال بموظفي العيادة/المستشفى، أو مقدم الرعاية الصحية الخاص بك، أو الاتصال بأحد الأرقام التالية للحصول على المساعدة: [855-462-3822](tel:855-462-3822) أو الهاتف النصي [800-833-6384](tel:800-833-6384). نحن سعداء لوجودك هنا، شكرًا لك على اختيار MultiCare.

ਪੰਜਾਬੀ (Punjabi)

ਉਪਲਬਧਤਾ ਦਾ ਨੋਟਿਸ ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਅਤੇ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਢੁਕਵੀਆਂ ਸਹਾਇਕ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਕਲੀਨਿਕ/ਹਸਪਤਾਲ ਸਟਾਫ, ਆਪਣੇ ਸਿਹਤ ਸੰਭਾਲ ਪ੍ਰਦਾਤਾ ਨਾਲ ਸੰਪਰਕ ਕਰੋ, ਜਾਂ ਸਹਾਇਤਾ ਲਈ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ 'ਤੇ ਕਾਲ ਕਰੋ: [855-462-3822](tel:855-462-3822) ਜਾਂ TTY [800-833-6384](tel:800-833-6384)। ਸਾਨੂੰ ਖੁਸ਼ੀ ਹੈ ਕਿ ਤੁਸੀਂ ਇੱਥੇ ਹੋ, MultiCare ਚੁਣਨ ਲਈ ਤੁਹਾਡਾ ਧੰਨਵਾਦ।

Deutsch (German)

Hinweis auf Verfügbarkeit: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Dolmetscherdienste und kostenlose Sprachassistentendienste zur Verfügung. Geeignete Hilfsmittel und Dienstleistungen zur Bereitstellung von Informationen in barrierefreien Formaten sind ebenfalls kostenlos erhältlich. Bitte wenden Sie sich an das Klinik-/Krankenhauspersonal, Ihren Gesundheitsdienstleister oder rufen Sie eine der folgenden Nummern an: [855-462-3822](tel:855-462-3822) oder TTY [800-833-6384](tel:800-833-6384). Wir freuen uns, dass Sie hier sind – vielen Dank, dass Sie sich für MultiCare entschieden haben.

ຄົນລາວ (Laotian)

ແຈ້ງການກ່ຽວກັບການບໍລິການ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ທ່ານສາມາດໃຊ້ ການບໍລິການລ່າມແປພາສາ ແລະ ການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ມີໃຫ້ທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ນອກຈາກນັ້ນ ພວກເຮົາຍັງມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ

ເພື່ອສະໜອງຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍເຊັ່ນກັນ.

ກະລຸນາຕິດຕໍ່ພະນັກງານຄລິນິກ/ໂຮງໝໍ, ຜູ້ໃຫ້ບໍລິການດ້ານສຸຂະພາບຂອງທ່ານ ຫຼື

ໂທຫາໜຶ່ງໃນໝາຍເລກຕໍ່ໄປນີ້ສໍາລັບການຊ່ວຍເຫຼືອ: [855-462-3822](tel:855-462-3822) ຫຼື TTY [800-833-6384](tel:800-833-6384).

ພວກເຮົາມີຄວາມຍິນດີທີ່ທ່ານມາສະຖານທີ່ແຫ່ງນີ້, ຂໍຂອບໃຈທີ່ທ່ານເລືອກ MultiCare.

DISCRIMINATION IS AGAINST THE LAW

MultiCare complies with applicable State and Federal civil rights laws and does not discriminate on the basis of age, race, national origin, ethnicity, immigration status, religion, culture, language, physical or mental disability, sex, sexual orientation, and gender identity, citizenship, immigration status, military status, or any other basis prohibited by state or federal law in admission to, participation in, or receipt of the services and benefits under any of its programs and activities. MultiCare:

- Provides appropriate auxiliary aids (e.g., qualified sign language interpreters, written information in other formats (large print, audio, other accessible formats)) to persons with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the service in question;
- Permits the use of service animals in accordance with the law;
- Makes its facilities accessible to those with mobility impairments in accordance with the law; and
- Provides free language assistance services (e.g., qualified interpreters, information written in other languages) to individuals with limited English proficiency.

If you need these services, please contact the Language Access/Interpreter Services Team at 253-403-1000 (TTY: 800-833-6384). If you believe that MultiCare has failed to provide these services or discriminated in another way on the basis of age, race, national origin, ethnicity, immigration status, religion, culture, language, physical or mental disability, sex, sexual orientation, and gender identity, citizenship, immigration status, military status, or any other basis prohibited by state or federal law in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, you can file a grievance with: MultiCare, Privacy and Civil Rights Office:

- Email: compliance@multicare.org
- Integrity Line: 866-264-6121
- Writing: MultiCare, PO Box 5299, MS 820-2-CEP, Tacoma, WA 98415-0299

You can also file a civil rights complaint with the U.S. Department of Health & Human Services, Office for Civil Rights. File electronically through the Complaint Portal

at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

File by mail: U.S. Department of Health & Human Services, 200 Independence Avenue SW, Room 509F,

HHH Building, Washington, DC 20201

File by phone: 1-800-368-1019

Complaint files are available at <http://www.hhs.gov/ocr/office/file/index.html>

You can also file a civil rights complaint with U.S. Department of Justice Civil Rights Division through the Complaint Portal, or by mail or phone at:

File by mail: U.S. Department of Justice, Civil Rights Division

950 Pennsylvania Avenue, NW, Washington, D.C. 20530

File by phone: 1-800-514-0301 (voice) or 1-833-610-1264 (TTY)

ada.gov.