Welcome to
Naven Health

naven health
infusion nursing

Delivering an exceptional infusion experience, everywhere. Delivering on our unyielding commitment, always.

Patient guide to infusion therapy:
Promoting a safe and comfortable infusion experience.



Phone: 877-330-7766
Email: contactus@navenhealth.com

Extraordinary Infusion Nurses, Everywhere

WELCOME

Naven Health is honored to be your nursing provider for your specialty therapy. We are committed to providing you with the best possible care with our team of highly trained and compassionate nurses. Thank you for your trust and confidence in allowing us to service your healthcare needs.

Getting started with infusion therapy

Infusion is a way of delivering medicine, nutrients or fluids through a needle or catheter directly into the body. Our Registered Nurses at Naven Health are here to provide complete support for your infusion needs with our extraordinary infusion nurses who ensure you receive your therapy and required supplies exactly as your healthcare provider prescribes.

This booklet is filled with information designed to help you understand the basics of infusion therapy. The information in this booklet is not intended to replace any advice or instructions that you have received from your healthcare provider.

Please read this booklet carefully and keep it with you throughout your therapy. If you have questions at any time, just call us. Phone numbers for your nursing team as well as important information can be found in your initial dose delivery. Please do not hesitate to reach out if there is anything you need.

We're here for you 24/7/365

Our team of highly skilled infusion nurses are available as needed to assist you with your prescribed therapy 24 hours a day, 7 days a week, 365 days a year. The Naven Health clinical team will work closely with you and your caregiver, healthcare provider to ensure that your medication is administered safely and effectively. We will provide you with information about your medication, possible side effects and any signs or symptoms to report.

Please call Naven Health at 877-330-7766 if you need additional support.

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Our extraordinary infusion nurses deliver care to patients nationwide

Infusion therapy is prescribed more often than you may think. Every day, thousands of people receive infusion therapy for all kinds of reasons. We are a nation-wide community of nurses committed to caring for you by delivering exceptional infusion care.

Skilled and dedicated infusion professionals

Everything we do is to ensure the best patient experience.

- Naven will provide you with a highly qualified and credentialed Registered Nurse that will:
  - Help you understand the basics of infusion therapy
  - Ensure the safety of your infusion

Delivering exceptional care

- Our team prides itself on delivering exceptional care. Your nurse will be focused on delivering quality care to ensure that you have the utmost trust and confidence in Naven Health and our services. We encourage you to call us if you ever have any questions, comments or concerns about the care and services you receive.

Listenting to your feedback

- We actively seek feedback from patients like you who are receiving our services. That's why we work with Beyond Feedback, a marketing research firm that specializes in conducting surveys regarding customer satisfaction and loyalty measurement.

- You may receive a phone call, text or email asking you to take part in a patient satisfaction survey at some point during your therapy. You may also provide feedback at any time during your care by contacting your Naven Health clinical support team. (Number can be found on the page inserted in the front cover of this book.)

SECTION 1
Steps to ensure the best patient experience

Preparing for treatment in your home

- Naven Health nurses typically provide care in your home. Medication and supplies will be delivered to your home.
- You can make it easier for nurses and delivery personnel to coordinate their visits by doing the following:
  - Ensure you have a working telephone
  - Let us know about any special requirements for entering your home, such as a locked gate
  - Make sure your home address is clearly visible from the street
  - Tell us about any parking restrictions near your home
  - Secure any pets that may try to interfere with personnel
  - Notify us if you will not be able to keep a scheduled visit
- Every member of our staff wears an employee identification badge. Never allow someone without a badge into your home. Call us first.

97%

OVERALL PATIENT SATISFACTION

Reference 1. September 26, 2023- January 15, 2024 patient satisfaction data. Survey of 316 patients.

Please follow these guidelines to prepare for your first infusion therapy

Establishing a routine

- It is important to collaborate with your healthcare provider to develop a routine that works for you. Creating a routine will help you better manage your treatment. Medications perscribed daily work best when given at the same time every day. You will need to infuse as colse to your prescribed time as possible. This helps maintain constant levels of medication in your body. If you miss a dose, contact your infusion service nurse or pharmacist.

Monitoring your progress

- You can help ensure that you are getting all the benefits from your infusion by keeping track of your progress. You may keep a journal of your infusions, noting any changes in your condition. A nurse will monitor your status during visits. It's also important for you to call us if you notice any change in your status. We will report important information back to your healthcare provider when necessary.

Medications and supplies

- Our team will confirm that someone will be home upon delivery
- Notify us if you do not have enough medication

Unpacking your order

- Use caution when opening boxes to avoid damaging supplies
- Unpack new shipments as soon as they arrive
- Please note that some items in your order may be shipped in separate packages

Storing medications and supplies

- Follow the storage directions that appear on your medication
- Store supplies close to your treatment area

SECTION 2
Care at home basics

- Rotate your stock of medication so that it does not expire by always using older medicine first and placing your new supply of medicine in the back of the refrigerator or storage area for later use; remember to check the expiration date before use

- If instructed to store medications at room temperature:
  - Store in a clean, dry area and out of the reach of children and pets
  - Keep away from direct sunlight or other sources of heat
  - Store medications in the protective outer packaging provided

- If instructed to store medications in a refrigerator:
  - Set temperature between 36 - 46°F (2 - 8°C)
  - Clean and keep an area of your refrigerator just for medications
  - Put medications in a clean plastic bag to protect them from other items

- Do not keep any out-of-date medication or supplies; ask your Naven Health team how to dispose of any medication you haven't used and ensure discarded medicine is out of the reach of children and pets



Scheduling your first visit

Your Naven Health management team will call you to arrange a time for a nurse to visit your home. Our community of nurses covers large territories and administers time-sensitive drugs. We make it our priority to schedule visits that are timely and convenient for you.

Techniques to prevent infection

The supplies, medications, and solutions we provide are clean (free of germs) and have sterile parts that are protected by the package or protective cap Germs can still be on many surfaces, in the air, and on your skin. Before each treatment, you will need to be careful and take extra steps to prevent infection by following these recommendations.

1. Washing hands properly

- Washing your hands properly prevents infection. ALWAYS wash your hands:
  - Before gathering your supplies
  - Before starting an infusion
  - Whenever you think your hands may have become contaminated
- If soap and clean water are not available, use an alcohol-based hand sanitizer to clean your hands. Alcohol-based sanitizers work quickly to reduce the number of germs on the skin. When using an alcohol-based hand sanitizer:
  - Apply product to the palm of one hand
  - Rub the product over all surfaces of hands and between fingers until hands are dry

SECTION 3
Receiving care at home

****TIPS FOR HAND WASHING****

1. WET YOUR HANDS WITH CLEAN, WARM RUNNING WATER
2. APPY SOAP AND RUB HANDS TOGETHER TO MAKE A LATHER
3. SCRUB EVERY PART ON EACH HAND AND BETWEEN FINGERS
4. CONTINUE RUBBING HANDS FOR 20 SECONDS
5. RINSE HANDS WELL UNDER RUNNING
6. USE A PAPER TOWEL TO TURN OFF THE FAUCET
7. DRY HANDS USING A CLEAN TOWEL OR AIR DRYER

2. Cleaning up blood and body fluid spills

- Spills can increase the likelihood of infection. Follow these suggestions to prevent infection when cleaning up spills:

1. Keep children, pets and others away from the area until the spill is cleaned up
2. Wear disposable gloves
3. Use paper towels to absorb the spill
4. Dispose of paper towels carefully in a leak-proof plastic bag and double bag them for extra safety
5. Clean the spill area with a solution of one cup of bleach mixed with 10 cups of water
6. Dry the area with clean paper towels
7. Place the paper towels in a leak-proof plastic bag
8. Take gloves off by turning them inside out and then place them in the bag
9. Wash hands thoroughly with soap and water for 20 seconds

3. Maintaining a tidy home treatment area

- Choose a quiet part of your home that is free of dust, dirt and clutter. There should be plenty of space, good lighting and a flat surface such as a table or countertop. Before each treatment:

1. Clean your work surface with soap, water and paper towels or antibacterial cleansing wipes
2. Dry the surface with a clean paper towel

- If the area becomes contaminated during use, stop and clean again.

Guidelines for caregivers helping with your infusion

Caregivers should adhere to the following guidelines:

- Keep small children and animals in another area when medication is prepared (small parts could be present which pose dangers and may result in choking)
- Wash hands thoroughly before and after patient contact • Cover any cuts or sores with a bandage
- Wear protective gloves and throw away after use, if instructed by your nurse or pharmacist
  Wear safety goggles and a disposable face mask if there is a chance that blood
- or body fluids might splash
- Wear a disposable gown over clothes, if instructed by your nurse or pharmacist
  - If blood or body fluids get on clothes, remove the clothes immediately while wearing disposable gloves
  - Don’t shake out clothing
  - Hold the clothing at arm’s length and carefully place it in a separate, leak-proof plastic bag
  - Wash contaminated clothing separately from other laundry using hot water with bleach
- Discard used or contaminated disposable supplies by placing them in a leak-proof plastic bag
- Double bag contaminated items for extra safety

You are your caregivers should familiarize yourselves with how to dispose of sharps waste in an appropriate sharps containter.

SECTION 3
Receiving care at home

Inspecting supplies and medications

Inspect your supplies and medications before each infusion.

- Make sure that each package is dry and sealed
- Do not use the contents of a package that is wet or has moisture in it
- Do not use the contents if the package’s protective cover or seal is open, broken or missing
- Check the label on your medication to make sure your name is on it
- Check that the medication has not expired
- Check that the medication, dosage and directions for administration match the instructions provided by your nurse or pharmacist
- Make sure that all tubing and needles are sterile with their protective covering intact (if you are unsure whether you have contaminated a sterile item, do not use and simply throw away; extra supplies can be obtained by letting your nurse or pharmacist know that you need replacements)
- If you see any cracks, leaks, floating particles or discoloration, don’t use the products

Preparing medications for use

Bringing refrigerated medications to room temperature before use helps make infusion more comfortable. If you have been instructed to keep your medications in the refrigerator, you will need to remove them in advance so they can gradually warm after use.

- Keep the container away from sources of heat
- Let the medication warm for the amount of time stated on the label before use, unless your healthcare provider instructs otherwise
- Never speed the warming process by heating or microwaving medications as this can make them less effective

If you have any concerns about the safety of your medication or supplies, do not use them. Call your pharmacist immediately.

Using an infusion pump

If you have a pump, your infusion nurse will show you how to keep the pump in proper working order. Never try to repair or adjust a pump on your own. If you ever have questions about how to use your pump, contact us right away.

Here are some basic points about correct pump use:

- Use only tubing sets that are approved for your pump
- Arrange tubing, pump cords and cables to prevent kinks or tangles
- Secure excess tubing to prevent risk of accidental strangulation
- Familiarize yourself with the alarms on your pump and what to do if they go off
- Never ignore a pump alarm
- Teach others who are helping you how to operate your pump
- Do not reprogram your pump unless instructed to do so
- Never open the pump cover or outer casing
- Avoid dropping the pump or hitting it against a hard surface
- Keep the pump dry
- If your pump plugs in, keep it plugged into a three-pronged outlet to ensure the battery stays charged
- Never use an extension cord
- If your pump uses disposable batteries keep a fresh supply on hand

How to safely handle needles and waste

Your Naven Health nurse will provide thorough instructions for the correct use and disposal of needles and other materials used during home infusion. Here are some basic tips to help you safely handle needles and avoid needle sticks:

Handling needles

- Make sure the cap is secure
- NEVER touch the syringe needle; ALWAYS pick up a syringe by its barrel
- Never break or bend a needle
- Never remove a needle from its syringe
- Do not put a cap back on a needle after it has been used

SECTION 3
Receiving care at home

Discarding biohazardous waste

Biohazardous waste refers to used medical supplies that may have been contaminated with blood or bodily fluids. Most states allow patient-generated waste to be disposed of in regular household trash.

Examples of biohazardous waste

- Used or contaminated needles
- Blood-soaked items
- Broken glass from glass vials or blood tubes
- Other sharp objects that could cause a puncture wound and transmit infection

Using a sharps container

- You may receive either a regular sharps container or a mail-back sharps container depending upon your local/state regulations. The following instructions are specific to the type of container that was delivered to you.
- If you received a regular sharps container : When it is three-fourths full or no longer needed, close the lid and refer to the following website on how to safely dispose of your sharp and waste per local state requirements at: SafeNeedleDisposal.org or contact your Naven Health team for help with drop-off locations.
- If you received a mail-back sharps container:
  - When it is three-fourths full or no longer needed:
    1. Close the lid and place the container in the bag
    2. Use a twist-tie to close the bag
    3. Place the bag inside the box
    4. Secure the locking tabs on top of box
    5. Complete the return address on the box
    6. Hand the box to your local mail carrier or take it to the nearest post office

No matter where you are:

- Sharps should never be thrown loosely into the trash or toilet.
- Sharps should never be recycled.
- Sharps that retract after use, or are very small, should be disposed of like all other sharps

Go to the following website for more information and guidance on regulations in your state or local area on proper containers for sharps and what to do with used sharps: SafeNeedleDisposal.org

Container rules

- Keep out of reach of children and pets
- Put contaminated items in the container immediately after use
- Place each syringe, with the needle still attached, into the container
- Place all of your biohazardous waste into the container
- Don't deposit any fluids into the container
- Don't overfill the container
- Don't reach into the container
- Don't open a container once the lid is closed
- Don't use a biohazardous waste container for regular trash
- Don't dispose of IV tubing, syringes without needles, empty IV bags, plastic vials or packing materials in the container, these items may go in the regular trash, unless directed otherwise

SECTION 3
Receiving care at home

Tips for caregivers

What to do if someone else accidentally gets stuck with a needle:

- Squeeze the area that was stuck until blood is visible
- Wash the area well with soap and water
- Run water over the area for at least one minute
- Immediately call the person's healthcare provider to report the incident and get further instructions

Highlight on page: Refer to SafeNeedleDispoal.org to learn how to dispose sharps in your state or local area

Medical equipment safety

When using an infusion pump or other medical equipment, make sure you're using it safely and effectively. It's also important to have a backup plan in case of an after emergency.

Your equipment and electricity

- Most medical equipment requires the use of a grounded, three-pronged electrical outlet or a three-pronged surge protector. Here are some other tips that will help you safely use electrical medical equipment:
  - Keep equipment away from water
  - Avoid using equipment in the bathroom
  - Never touch equipment or wires with wet hands
  - Keep electrical cords clear of walkways
  - Never plug medical equipment into extension cords
  - Never use medical equipment with frayed or worn electrical cords
  - If there is oxygen or other electrically powered medical equipment in the home, register with your local fire department and utility company

Fire prevention

- Install a working fire extinguisher in a place that is easy to reach
- Avoid using space heaters
- Install smoke detectors and change their batteries every six months

Emergency preparedness

In the event of a major disaster, Naven Health will make every attempt to ensure your safety and protection.

Medical Emergency Guidelines

- All Naven Health Registered Nurses are trained in CPR. However, there may be other team members that are not trained in CPR like delivery drivers or couriers.
- If you require emergency medical care in the presence of an Naven Health team member trained in CPR, the team member will initiate CPR if necessary and notify Emergency Medical Services/911 (EMS).
- If you have an advance directive or living will stating you do not want to receive resuscitation if your heart stops (DNR order), you will need to give this document to your Naven Health clinician.
- Without the DNR order prominently displayed, our clinicians trained in CPR will need to initiate CPR and team members not trained in CPR will need to call EMS/911.

SECTION 3
Receiving care at home

Power outages

- In case of a power outage, there are some steps you need to take to ensure that your home therapy is not interrupted.

1. If your medications need refrigeration, store them in a container with ice packs until electricity is restored. OR In the case of a rolling blackout or a power outage that is expected to last no more than one to one and a half hours, keep the refrigerator door closed. This should help the inside maintain a cool temperature for several hours, allowing for continued appropriate storage of your medications.

2. If you are receiving your medication with an infusion pump, the following issues apply:

- Be aware that these pumps have an internal backup battery that is constantly charged when the electricity is on. Once the electricity is off, the backup battery power typically lasts four to eight hours.
- Portable electronic pumps use either C, D, or 9-volt batteries and operate independently of your home electrical system. With each drug and supply delivery, the pharmacy typically provides you with enough batteries to power your therapy for a week. You may also purchase batteries from a local pharmacy, grocery or convenience store.

3. Call Naven Health if you require further assistance with your pump operation or supplies

Be prepared before disaster strikes

- Prepare a list of your emergency phone numbers (healthcare providers, pharmacies, police, fire, ambulance and utility companies)
- Have an out-of-state phone contact on record
- Have a prearranged meeting spot for family members to gather

- Store at least seven days' worth of your personal medications, including insulin, pain medication and oxygen (if ordered by your healthcare provider)
- Store at least three days' worth of food and water
- Store a flashlight, battery operated radio and extra batteries in case of a power loss
- Assemble a first aid kit for your home
- Have at least one complete change of clothing and footwear per person
- Have blankets and bedding available
- Have emergency sanitation supplies and tools available

What to do when disaster strikes

- Evacuate immediately if told to do so
- Listen to your radio and follow emergency instructions
- **Call 911 if you need emergency medical care**
- Go to the nearest shelter or hospital
- Take all medications, infusion supplies and equipment with you
- Notify Naven Health of your location as soon as possible

What to do after the disaster strikes

1. Check for injuries, give first aid and get help for seriously injured people
2. Check your home for damage such as gas leaks, spills, fire hazards, electrical problems and household hazards
3. Notify Naven Health of your location

Preventing falls in the home

Falls can happen to anyone at any time. Whatever your age or health, there are a number of ways you or your caregiver can reduce your risk of falling.

Falls can occur for a number of reasons:

- Poor vision or hearing
- Frailty because of age (65 or older)
- Ilnesses or physical conditions that affect strength and balance
- A history of falls
- Use of walking aids, such as a cane or walker
- Side effects of certain medications
- Bladder problems (rushing to the bathroom)
- Poor nutrition
- Unsafe conditions in the home

Medications and the risk of falling

Some prescription drugs and over-the-counter medications can make you feel drowsy, weak or dizzy — all of which can make you unsteady on your feet. Talk with your healthcare provider about the medications you are taking and how they can affect your balance, especially if you take four or more prescription drugs. It is strongly recommended that you fill all of your prescriptions at the same drugstore. This way, the pharmacist can review your medications for possible harmful drug interactions. The following are some prescription and over-the-counter medications that may increase your risk of falling:

- Sleeping pills
- Certain antidepressants
- Some cough syrups and decongestants
- Certain medications for conditions such as high blood pressure, heart problems, diabetes and allergies

Here are some steps you can take to lower your risk of falling in your home:

Lighting

- Make sure your home is well lit and replace dim or burned-out bulbs.
- Keep a flashlight nearby in case of emergency
- Keep hallways, stairways and other high-traffic areas well lit
- Use nightlights in hallways and bathrooms

Making your home safe

Many falls can be prevented, especially ones caused by objects in the home. Even minor changes- such as rearranging furniture to allow clear pathways and removing throw rugs- can greatly reduce your risk of falling.

Floors

- Remove throw rugs
- Keep floors free of clutter
- Clean spills immediately
- Do not wax floors
- Tack down or remove any loose carpet or floor coverings
- Keep electrical cords and vacuum hoses away from pathways

Section 4
Other important considerations

Hallways and stairways

- Use handrails when walking up or down the stairs
- Fix any loose or wobbly stairs or banisters
- Mark the edges of stairs with nonskid treads or reflective tape
- Never carry anything up or down stairs that obstructs your vision

Bedroom

- Use bedding made of cotton instead of slippery materials such as silk

Bathroom

- Install grab bars in your bathtub, shower and toilet area
- Never grab or lean on a towel rack or soap tray for support
- Use a raised toilet seat with armrests to aid in getting up and down
- Use a shower chair with a handheld shower head
- Use nonslip mats in bathtubs and showers
- Use soap-on-a-rope or mounted body wash dispensers
- Do not lock the bathroom door in case someone needs to reach you

Other tips

- Wear shoes or slippers with nonskid soles
- Don’t use stools or step ladders
- Repair cracked, broken or uneven sidewalks and walkways
- If using a cane or walker, make sure to replace worn rubber tips
- Make sure to wear your glasses or contacts if you need them, but remove reading glasses before walking
- Wear clothes that fit properly
- Do not stand up if you are dizzy
- Always stand up slowly

How exercise and nutrition can help your care plan

As we age, physical strength and balance naturally decline. The good news is you can slow this decline and improve your physical condition through exercise. Even light exercise can be helpful. Walking, water workouts in a pool, gardening and lifting light weights can help you stay fit. Ask your healthcare provider for an exercise program that is safe and fits your fitness level, physical abilities and lifestyle. This is also a good time to ask your healthcare provider about nutrition. Eating the proper kinds and amounts of food can help prevent falls as well. Skipping a meal or not eating enough, for instance, can make you feel weak. This can affect your balance and agility. Be prepared to tell your healthcare provider about your current eating habits such as when, how much and what kinds of food you eat. Your healthcare provider can provide some nutrition guidelines or refer you to a registered dietitian.

Pain management

Naven Health will perform pain assessments before and during your therapy. If you are experiencing any pain, tell your infusion nurse right away. We will workclosely with your pharmacy and provide information related to your pain assessment. Treatment may include medication or other therapies.

Common pain-assessment questions:

- Where is the pain located?
- Does the pain move to other areas of the body?
- When did the pain begin?
- How often does the pain happen?
- How intense is the pain?

Section 4
Other important considerations

- Can you describe the pain? Is it dull, aching, throbbing, sharp, shooting, burning?
- Does the pain change?
- Does anything make the pain better or worse?

Traveling with infusion therapy

Eventually, you may want to infuse yourself or schedule an infusion with a nurse while you are traveling. We can arrange to deliver medications and supplies directly to you and coordinate other Naven Health nurses to receive your infusion. With enough advance planning, you can safely travel while on infusion therapy. Here are a few things to consider when planning a trip:

- Notify us when you begin making your travel plans so we can help address your specific travel needs
- Tell your pharmacy and healthcare provider the details about how you plan to travel and where you will be staying
- Contact the companies with which you will be traveling and the places you will be staying to let them know about special accommodations you will require (e.g. refrigerator)

Non-smoking environment

Team members are not permitted to smoke, use any tobacco products, electronic cigarettes and/or vape while providing patient services.

Section 4
Other important considerations

Oxygen fire safety guidelines

When not used properly, oxygen can be dangerous. It will fuel a fire, causing it to start easily and to burn faster and hotter. Sparks and materials that normally would not burn can start a fire because of the oxygen that is used. It is very important to protect yourself and those around you. Follow these fire prevention tips:

NEVER SMOKE or allow others to smoke near where oxygen is being used or stored.

- Put signs on all doors to let visitors and emergency personnel know oxygen is in use. “No Smoking” signs should also be posted.
- Use and store oxygen in well-ventilated areas (not in cabinets, closets, other confined spaces or behind curtains). The small amount of oxygen gas continually vented from oxygen units can accumulate in a confined space and become a fire hazard.
- Keep grease, oil and petroleum products away from your oxygen equipment. Do not use lotions or ointments (Vaseline, Vicks, Chapstick, etc.) in or around your nose. Oxygen can react with these oily substances and cause burns. Use water-based products only.
- Do not use anything flammable while using your oxygen, including cleaning fluid, gasoline, paint thinner, aerosols or alcohol-containing sprays.
- Keep oxygen at least five feet away from flames or heat sources, including gas stoves, barbeque grills, space heaters, fireplaces and candles. Do not relight a pilot light.
- Do not use electric razors, hair dryers, or any heat producing and electrical appliance that has a motor while you are using oxygen.
- Do not use bedding or clothes made of wool, nylon or synthetic fabrics as these materials have the tendency to produce static electricity. The use of cotton material bedding and clothing will avoid sparks from static electricity.
- Turn your oxygen equipment off when you are not using it.
- Have a working smoke detector. Check the batteries regularly.
- Keep a working fire extinguisher within easy reach and be sure everyone knows how to use it. Plan and practice an evacuation route for you and your family.

Being involved in your medical treatment decisions

You have the right to say “yes” or “no” to any treatment option

Healthcare professionals provide you information that helps you make decisions about your treatment. They may also provide you advice about treatment options. Your healthcare provider will talk with you about the risks and benefits of treatment and any available alternatives. You have the right to say “yes” or “no” to any treatment option

Legal considerations of advanced care directives

Sometimes a medical condition can worsen to the point where people can no longer communicate or make decisions about their care. You may want to complete advance directives ahead of time, to be prepared in the event your condition deteriorates. Advance directives are legal documents that communicate your desires if you are ever unable to do so yourself.

Advance directives include the following:

- Durable healthcare power of attorney, which states whom you have chosen to make healthcare decisions for you when you are unable to do so yourself
- A living will, which outlines the kinds of medical treatments or procedures you would want if you became seriously or terminally ill
- A do not resuscitate order or DNR, which is a request not to be revived if your heart stops or if you stop breathing

These documents become part of your medical record and take effect if needed. You can get these documents from your attorney, healthcare provider’s office or local hospital.

In addition to the right to make decisions about your own care, you have a number of rights and responsibilities as a patient

Patient rights

- Right to exercise your rights (family/guardian may exercise rights of patients who have been deemed incompetent)
- Right to be fully informed in advance about service/care to be provided, including disciplines that furnish care and the frequency of visits as well as any modifications to the service/care plan
- Right to know about the philosophy and characteristics of the patient management program
- Right to receive information about the services covered under Medicare home health or hospice benefit, as applicable
- Right to be informed and participate in the development and periodic revision of the plan of care/service
- Right to refuse care or treatment after the consequences of refusing care or treatment are fully presented, as applicable
- Right to revoke consent or disenroll from the patient management program at any point in time
- Right to have your property and person treated with respect, consideration and recognition of dignity and individuality
- Right to be able to identify visiting staff members through proper identification and be able to speak with their supervisor upon request
- Right to be free from mistreatment; neglect; or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of your property
- Right to voice grievances or complaints regarding treatment or care, lack of respect of property or recommended changes in policy, staff or service/care without restraint, interference, coercion, discrimination or reprisal
- Right to have grievances or complaints regarding treatment or care that is (or fails to be) furnished or lack of respect of property investigated

Know your rights and responsibilities

- Right to choose a healthcare provider, including choosing an attending physician
- Right to confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI) and be shared only in accordance with state and federal law
- Right to be advised on Naven Health's policies and proce dures regarding the disclosure of clinical records
- Right to receive appropriate care without discrimination in accordance with physician orders
- Right to be informed of any financial benefits when referred to an organization
- Right to be fully informed of your responsibilities and those of your caregiver and/or legal representative
- Right to receive information about the scope of services that Naven Health will provide and specific limitations on those services
- Right to receive information regarding changes in or termination of the patient management program
- Right to be informed of your rights under state law to formulate advance directives, as applicable. This also includes living wills, power of attorney for healthcare and foregoing of life-sustaining procedures (DNR). Care/service is not prohibited based on whether you have an advance directive
- Right to be informed of anticipated outcomes of care and of any barriers in outcome achievement, as applicable to the service provided
- Right to receive effective pain management and symptom control for conditions related to terminal illness, as applicable
- Right to be informed of your rights regarding the collection and reporting of OASIS (Outcome and Assessment Information Set) (Medicare certified home health only)

- The right to be informed that OASIS information will be collected and for what purpose
- The right to have the information kept confidential and secure
- The right to be informed that OASIS information will not be disclosed except for legitimate purposes allowed by the Privacy Act
- The right to refuse to answer a specific question
- The right to see, review and request changes on their assessment

- Right to be fully informed of your rights

Patient responsibilities

To ensure you receive quality care and services, we must work together as a team. Your responsibilities as a patient include the following:

Provision of information: You and your responsible parties (i.e. parent, legal guardian, person appointed to act on the patient's behalf or legal representative designated by the patient in accordance with state law) are responsible for providing Naven Health with accurate and complete information regarding the following:

1. Matters related to the patient's health
2. Changes to your phone number or responsible parties' phone number or address, including a move to a nursing facility or admission to a hospital
3. Any changes in your medications, prescribed, over-the-counter or home or herbal remedies
4. Updates to information about your prescriber or insurance coverage
5. The types of services required
6. Your understanding of the course of treatment identified in your care plan
7. Physical arrangements in your home that may help staff provide care or services
8. Submission of any forms that are necessary to participate in the patient management program, to the extent required by law
9. Notification of the treating provider of participation in a patient management program, if applicable

Know your rights and responsibilitises

Compliance with instructions: You and your responsible parties are responsible for following the recommended care plan, clinical instructions and manufacturer equipment instructions.

Refusal or noncompliance: You and your responsible parties are responsible for your actions if you refuse care or services or do not comply with the prescribed treatment.

Financial matters: You and your responsible parties are responsible for ensuring that any financial obligations for Naven Health healthcare bills are fulfilled as promptly as possible. You are responsible for informing Naven Health of any changes in your insurance carrier or benefit coverage during the course of care or services.



Accreditation and quality of care

The provision of quality care and services to all our patients is the primary goal of Naven Health.

Below is the contact information for the Naven Health corporate office. You may contact the local office or the corporate office to file a complaint. All complaints will be thoroughly investigated, and we will respond promptly with the results of our investigation.

Naven Health Corporate
1626 Barber Road, Ste B
Sarasota, FL 34240

877-330-7766

Complaints to the Joint Commission can be submitted on line with the link below or via mail.
https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Notice of nondiscrimination

Naven Health complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, age disability or sex (including pregnancy, sexual orientation and gender identity).

Naven Health provides the following services at no cost to assist patients in communicating effectively with us:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, etc.)
- Qualified interpreters
- Information written in other languages to people whose primary language is not English

If you need these services, contact us at 866.827.8203. Communication services for deaf, hard of hearing or speech impaired patients are available by dialing 711 and connecting to us at 866.827.8203.

If you believe that Naven Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity), you can file a grievance by contacting:

Notice of nondiscrimination

Naven Health's Chief Compliance Officer and Section 504/ADA Coordinator

3000 Lakeside Drive, Suite 300N Bannockburn, IL 60015
312.940.2526
312.940.2597 (Fax)
OC-Compliance@optioncare.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Naven Health's Chief Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201
800.368.1019
800.537.7697 (TTY)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. Filing a grievance with Naven Health's Section 504/ADA Coordinator does not prevent you from filing a complaint with HHS.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990 and the Age Discrimination Act of 1975.

Privacy Officer contact information:
Email: OC-Privacy@optioncare.com
Privacy Officer phone: 312.940.2813 Naven Health, Inc
Effective date: January 1, 2024



Notice of privacy practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.
PLEASE REVIEW IT CAREFULLY.

This notice applies to Naven Enterprises, Inc. and its related companies under its common ownership or control that provide health-related services. These companies are operating as a single "affiliated covered entity" for purposes of HIPAA. These companies are referred to collectively as ("Naven Health" "we" or "us"). The members of the affiliated covered entity will share medical information with each other for the treatment, payment, and health care operations of the affiliated covered entity and as permitted by HIPAA and this Notice. For a list of the members of the Naven Health affiliated covered entity, please contact our Privacy Officer using the contact information provided below.
This Notice of Privacy Practices ("Notice") describes how we may use and disclose your medical information and your rights concerning your medical information. This Notice is provided to you pursuant to the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations ("HIPAA").
Generally, when this Notice uses the words "you" or "your," it is referring to the patient who is the subject of PHI. However, when this Notice discusses rights regarding PHI, including rights to access or authorize the disclosure of PHI, "you" and "your" may refer to a patient's parent(s), legal guardian or other personal representative.

OUR RESPONSIBILITIES		
We are required to (i) maintain the privacy of your medical information as required by law; (ii) provide you with this Notice stating our legal duties and privacy practices with respect to your medical information; (iii) abide by the terms of this Notice; and (iv) notify you following a breach of your medical information that is not secured in accordance with certain security standards. We reserve the right to change the terms of this Notice and to make the provisions of the new Notice effective for all medical information that we maintain, including any information created or received prior to the date of the new Notice. If we change the terms of this Notice, the revised Notice will be made available upon request and posted at our locations where we provide health care services. Copies of the current Notice may be obtained by contacting our Privacy Officer using the contact information provided at the end of this Notice.		
USES AND DISCLOSURES WITHOUT YOUR AUTHORIZATION		
The following categories describe different ways that we use and disclose medical information without your written HIPAA authorization. For each category of uses or disclosures, we will explain what we mean and try to give an example. Not every use or disclosure in a category is listed. However, all of the ways we are permitted to use and disclose medical information without a HIPAA written authorization fall within one of the categories.		
Treatment	We may use and disclose your medical provide, coordinate and/or manage your treatment, health care, or other related services.	**For example:** Our pharmacists or nurses may discuss your care or overall health condition with your doctor or other health care professionals involved in you care. We may also use your medical information to remind you about an upcoming appointment.
Payment	We may use and disclose your medical information as needed to bill or obtain payment for the treatment and	**For example:** We may contact your health insurance plan to determine whether it will authorize payment for our services or to determine the amount of your co-payment or co-insurance. We may also submit information about you to your help insurance plan so that the health plan pays for services we have provided to you. We may share your information with entities that help us to collect payments owed to us for the services we have provided.
Healthcare Operations	We may use or disclose your medical information in order to carry out our operations related to providing health care, our general business activities or certain business activities. These activities include, but are not limited to, training and education; quality assessment/improvement activities; risk management; claims management; legal consultation; licensing; and other business planning activities.	**For example:** We may use your medical information to evaluate the quality of care we are providing. We may also disclose your medical information to other HIPAA-covered entities that have provided services to you so that they can improve the quality and effectiveness of the health care services that they provide. We may also use your medical information to create de-identified information, meaning the data will no longer identify you, or to create a "limited data set" (i.e., a limited amount of medical information from which almost all identifying information such as your name, address, Social Security number and medical record number have been removed) and share it with those who have signed a contract promising to use it only for research, public health, or healthcare operations purposes and to protect its confidentiality.
Health Information Exchange (HIE)	We may participate in an electronic Health Information Exchange ("HIE") to assist in the sharing of your medical information with other health care providers for treatment purposes. An HIE is a network of health care provider, such as doctors, pharmacists and other health care providers, participate to exchange patient information in order to better coordinate your health care. There are many situations when it is helpful for another health care provider to be able to access patient medical records to coordinate health care.	**For example:** If you were taken to a hospital emergency room and were unconscious, it would be very helpful for the health care professionals in the emergency room who were treating you to know which medications you are currently taking as some of them may impact the care you would be provided. If you do not wish your medical information to be shared through the HIE, please contact our Privacy Officer by email at OC-Privacy@optioncare.com or by phone at 312.940.2813.

Family, Friends and Others Involved in Your Care	Unless you tell us otherwise, we may disclose your medical information to a family member, friend or other individual who is involved in your medical care or to someone who helps pay for your care. Also, if you cannot agree due to an emergency, we may share needed medical health information about you with your family, friends or others who are involved in your care, based on professional judgment of what is in your best interest. We may also use or disclose your medical information to notify (or assist in notifying) a family member, legally authorized representative or other person responsible for your care of your location, general condition or death. If you are a minor, we may release your medical information to your parents or legal guardians when we are permitted or required to do so under federal and applicable state law.
Disaster Relief Efforts	We may use or disclose your medical information to an authorized public or private entity to assist in disaster relief efforts. You may have the opportunity to object unless it would impede our ability to respond to emergency circumstances.
Fundraising Activities	We may contact you for fundraising purposes and you have the right to opt out of receiving these types of communications.
Third Parties	We may disclose your medical information to third parties, often referred to as business associates, with whom we contract to perform services on our behalf. If we disclose your information to these entities, we will have an agreement with them to safeguard your information. Examples of these third parties include, but are not limited to, accreditation agencies, management consultants, quality assurance reviewers, collection agencies, transcription services, etc.
Required by Law	We may use or disclose your medical information to the extent the use or disclosure is required by law. Any such use or disclosure will be made in compliance with the law and will be limited to what is required by the law.
Public Health Activities	We may disclose your medical information for public health activities. These activities generally include the following: To prevent or control disease, injury or disability To report child 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 report findings to your employer concerning a work -related illness or injury or workplace related medical surveillance; To notify the appropriate government authority if we believe you have been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when otherwise required by law to the make the disclosure.
Health Oversight Activities	We may disclose your medical information to a health oversight agency for activities authorized by law. **For example:** These oversight activities include, audits; investigations, proceedings or actions; inspections; and disciplinary actions; or other activities necessary for appropriate oversight of the health care system, government programs and compliance with applicable laws.
Law Enforcement	We may disclose your medical information to law enforcement in compliance with certain warrants, subpoenas and court orders, as required by certain laws and in very limited circumstances, such as to identify or locate suspects, fugitives, witnesses or victims of a crime, to report deaths from a crime, and to report crimes that occur on our premises or crime in emergencies.
Judicial and Administrative Proceedings	We may disclose information about you in response to an order of a court or administrative tribunal as expressly authorized by such order, or in response to a subpoena, warrant, summons or other lawful process.
To Avert a Serious Threat to Health or Safety	We may use or disclose your medical information when necessary to prevent a serious and imminent threat to your health or safety or the health and safety of the public or another person. Any disclosure would only be to someone able to help prevent the threat of harm.
Coroners, Medical Examiners and Funeral Directors	We may disclose medical information consistent with applicable law to coroners, medical examiners and funeral directors only to the extent necessary to assist them in carrying out their duties.
Organ and Tissue Donation	We may disclose medical information consistent with applicable law to organizations that handle organ, eye or tissue donation or transplantation, only to the extent necessary to help facilitate organ or tissue donation or transplantation.
Research	Under certain circumstances, we may also use and disclose information about you for research purposes. Research projects are subject to a special approval process through an appropriate committee.
Workers' Compensation	We may disclose your medical information as authorized by law to comply with workers' compensation laws and other similar programs established by law.
Military, Veterans, National Security and Other Government Purposes	If you are a member of the armed forces, we may release your medical information as required by military command authorities or to the Department of Veterans Affairs. We may also disclose your medical information to authorized federal officials for intelligence and national security purposes to the extent authorized by law.
Correctional Institutions	If you are or become an inmate of a correctional institution or are in the custody of a law enforcement official, we may disclose to the institution or law enforcement official information necessary for the provision of health services to you, your health and safety, the health and safety of other individuals and law enforcement on the premises of the institution and the administration and maintenance of the safety, security and good order of the institution.

OTHER USES AND DISCLOSURES REQUIRE YOUR AUTHORIZATION

If we wish to use or disclose your medical information for a purpose not set forth in this Notice, we will seek your authorization.

Specific examples of uses and disclosures of medical information requiring your authorization include: (i) most uses and disclosures of your medical information for marketing purposes; (ii) disclosures of your medical information that constitute the sale of your medical information; and (iii) most uses and disclosures of psychotherapy notes (private notes of a mental health professional kept separately from a medical record). You may revoke an authorization in writing at any time, except to the extent that we have already taken action in reliance on your authorization.

YOUR MEDICAL INFORMATION RIGHTS

Inspect and/or obtain a copy of your medical information.	You have the right to inspect and/or obtain a copy of your medical information maintained in a designated record set. If we maintain your medical information electronically, you may obtain an electronic copy of the information or ask us to send it to a person or organization that you identify. To request to inspect and/or obtain a copy of your medical information, you must submit a written request to our Privacy Officer. If you request a copy (paper or electronic) of your medical information, we may charge you a reasonable, cost-based fee.
Request a restriction on certain uses and disclosures of your medical information.	You have the right to ask us not to use or disclose any part of your medical information for purposes of treatment, payment or healthcare operations. While we will consider your request, we are only required to agree to restrict a disclosure to your health plan for purposes of payment or healthcare operations (but not for treatment) if the information applies solely to a healthcare item or service for which we have been paid out of pocket in full. If we agree to a restriction, we will not use or disclose your medical information in violation of that restriction unless it is needed to provide emergency treatment. We will not agree to restrictions on medical information uses or disclosures that are legally required or necessary to administer our business. To request a restriction, you must submit a written request to our Privacy Officer.
Request confidential communications.	You have the right to request that we communicate with you 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 request a confidential communication of your medical information, you must submit a written request to our Privacy Officer stating how or when you would like to be contacted. We will not require you to provide an explanation for your request. We will accommodate all reasonable requests.
Request an amendment or correction to your medical information.	If you believe that any information in your medical record is incorrect or if you believe important information is missing, you may request that we amend the existing information. To request such an amendment, you must submit a written request to our Privacy Officer.
Request an accounting of certain disclosures.	You have the right to receive an accounting of certain disclosures we have made of your medical information. To request an accounting, you must submit a written request to our Privacy Officer. The first accounting you request within a 12-month period will be provided free of charge. We may charge you for any additional requests in that same 12-month period.
Obtain a paper copy of this Notice.	You have the right to obtain a paper copy of this Notice upon request, even if you agreed to accept this Notice electronically. To obtain a paper copy of this Notice, contact our Privacy Officer

STATE LAW

We will not use or share your information if state law prohibits it. Some states have laws that are stricter than the federal privacy regulations, such as laws protecting HIV/AIDS information or mental health information. If a state law applies to us and is stricter or places limits on the ways we can use or share your health information, we will follow the state law. If you would like to know more about any applicable state laws, please ask our Privacy Officer.

QUESTIONS, CONCERNS OR COMPLAINTS

If you have any questions or want more information about this Notice or how to exercise your medical information rights, you may contact our Privacy Officer by email at OC-Privacy@optioncare.com or by phone at 312.940.2813.
If you believe your privacy rights have been violated, you may file a complaint with our Privacy Officer or with the Office for Civil Rights: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201 or OCRComplaint@hhs.gov. **We will not retaliate against you or take action against you for filing a complaint.**

Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.690.3471 (TTY: 1.800.654.5988).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.844.690.3467 (TTY: 1.800.654.5988).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.844.690.3472 (TTY: 1.800.654.5988).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.844.690.3466 (TTY: 1.800.654.5988). 번으로 전화해 주십시오.
Filipino	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.844.690.3473 (TTY: 1.800.654.5988).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.844.690.3470 (телетайп: 1.800.654.5988).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (1.800.654.5988 : رقم هاتف الصم والبكم)1.844.698.3776
French Creole	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1.844.663.6199 (TTY: 1.800.654.5988).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.844.663.6197 (ATS: 1.800.654.5988).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.844.690.3468 (TTY: 1.800.654.5988).
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.844.690.3469 (TTY: 1.800.654.5988).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero-1.844.690.3464 (TTY: 1.800.654.5988).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.844.663.6198 (TTY: 1.800.654.5988).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 1.844.690.3465 (TTY: 1.800.654.5988). まで、お電話にてご連絡ください。
Farsi	توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی رایگان برای شما رقم می‌شد. با تماس با 1.866.827.8203 (TTY: 1.800.654.5988).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1.866.827.8203 (TTY: 1.800.654.5988). पर कॉल करें।
Armenian	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա Ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1.844.663.6196 (TTY հեռատիպ) 1.800.654.5988):
Gujarati	ગુજરાતી: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1.866.827.8203 (TTY: 1.800.654.5988).
Hmong	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1.866.827.8203 (TTY: 1.800.654.5988).
Urdu	خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 1.866.827.8203 (TTY: 1.800.654.5988).
Cambodian	ប្រយ័ត្ន៖ ប៉ើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសា ដោយឥតគិតថ្លៃមានសំរាប់បំរើអ្នក។ សូម ទូរស័ព្ទ a1-866.827.8203 (TTY: 1.800.654.5988).
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹੈ। 1.866.827.8203 (TTY: 1.800.654.5988). 'ਤੇ ਕਾਲ ਕਰੋ।
Bengali	লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1.866.827.8203 (TTY: 1.800.654.5988).
Yiddish	אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפּראַך הילף סערוויסעס פריי פון אפּצאל. רופט (TTY: 1.800.654.5988). 1.866.827.8203
Amharic	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.866.827.8203 (መስማት ለተሳናቸው፡ 1.800.654.5988).
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1.866.827.8203 (TTY: 1.800.654.5988).
Oromo	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.866.827.8203 (TTY: 1.800.654.5988).
Lao	ໂປດຊາບ: ຖ້າ ວ່າ ທ່ ານ ເວົ້ າ ພາສາ ລາວ, ການ ບໍ ລິ ການ ຊ່ ວຍເຫ ຼືອ ດ້ ານພາສາ, ໂດຍ ບ່ ເສ ັຽຄ່ າ, ແມ່ ນ ພ້ ອມໃຫ້ ທ່ ານ. ໂທຫ 1.866.827.8203 (TTY: 1.800.654.5988).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1.866.827.8203 (TTYTelefon za osobesa oštećenim govorom ili sluhom: 1.800.654.5988).
Ukrainian	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1.866.827.8203 (телетайп: 1.800.654.5988).
Pohnpeian	Ni songen mwohnw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1.866.827.8203 (TTY: 1.800.654.5988).
Cantonese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.844.663.6195 (TTY: 1.800.654.5988).
Dutch	AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bell-866.827.8203 (TTY: 1.800.654.5988).
Karen	ဟ်သူဉ်ဟ်သး– နမ့်ကတ်ၤ ကညီ ကျိာ်အယိ, နမ့်ဖျါ ကျိာ်အတ်ၤစၢၤလၢ တဂၤကီသွဉ်လၢာ်စုၤ နီတမံၤဘဉ်သူနှဉ်လီၤ, ကိး 1.866.827.8203
Samoan	MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoani, e fai fua e leai se totogi, ino oe, Telefoni mai: 1.866.827.8203 (TTY: 1.800.654.5988).
Marshallese	LALE: Ne kwōj kōnono Kajin Ṃajōl, kwomaroñ bōk jerbal in jipañ ilo kajin ṇe aṃ ejjeḷok wōṇāān. Kaalọk 1.866.827.8203 (TTY: 1.800.654.5988).
Romanian	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1.866.827.8203 (TTY: 1.800.654. 5988).
Trukese	MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni onuw kopwe angei aninisin chiakku, ese kamo. Kori 1.866.827.8203 (TTY: 1.800.654.5988).
Bisayan	ATENSYON: Kung nagsulti ka og Cebuano, adunay kay magamit nga mga serbisyo sa tabang sa lengghuwahe, nga walay bayad. Tawag sa 1.866.827.8203 (TTY: 1.800.654.5988).
Bantu – Kirundi	ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1.866.827.8203 (TTY: 1.800.654.5988).
Swahili	KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1.866.827.8203 (TTY: 1.800.654.5988).
Indonesian	PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1.866.827.8203 (TTY: 1.800.654.5988).
Turkish	DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1.866.827.8203 (TTY: 1.800.654.5988) ürübat numaralarını arayın.
Kurdish	ئاگادار: ئەگەر بە زمانی کوردی قسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆڕایی، بۆ تۆ بەردەستە. پەیوەندی بە 1.866.827.8203 (TTY: 1.800.654.5988) بکە
Telugu	శ్రద్ధ వహించండి: ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే మీ కోసం తెలుగు భాషా సహాయక సేవలు ఉచితంగా లభిస్తాయి 1.866.827.8203 (TTY: 1.800.654.5988). కు కాల్ చేయండి.
Nilotic – Dinka	PID KENE: Na ye jam në Thuɔŋjäŋ, ke kuɔny yenë kɔc waar thook ats kuka lëu yök abac ke cïn wënh cuatë puɔ̈y. Yuspë 1.866.827.8203 (TTY: 1.800.654.5988).
Norwegian	MERK: Hvis du snakker norsk, er gratis språkassistansetjenester tilgjengelige for deg. Ring 1.866.827.8203 (TTY: 1.800.654.5988).
Catalan	ATENCIÓ: Si parleu Català, teniu disponible un servei d'"ajuda lingüística sense cap càrrec. Truqueu al 1.866.827.8203 (TTY o teletip: 1.800.654.5988).
Greek	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας δρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1.866.827.8203 (TTY: 1.800.654.5988).
Ibo	Nti: O buru na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1.866.827.8203 (TTY: 1.800.654.5988).
Yoruba	AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. E pe ẹrọ-ibanisọrọ yi 1.866.827.8203 (TTY: 1.800.654.5988).
Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1.866.827.8203 (TTY: 1.800.654.5988).
Hawaiian	E NĀNĀ MAI: Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1.866.827.8203 (TTY: 1.800.654.5988).
Fulfulde	MAANDO: To a waawi [Adamawa], e woodi baloojì-ma to ekkitaaki wolde caahu. Noddu 1.866.827.8203 (TTY: 1.800.654.5988).
Cherokee	Hagsesda: iyulno hyiwonihа [tsalagi gawonihisdi]. Call 1.866.827.8203 (TTY: 1.800.654.5988).
Chamorro	ATENSIÓN: Yanggen un tungó [I linguahén Chamoru], i setbision linguahé gaige para hagu dibatde ha . Agang I 1.866.827.8203 (TTY: 1.800.654.5988).
Assyrian	ܡܫܡܫܢܐ ܡܕܝܥܐ ܠܟ ܐܢ ܐܢܬ ܡܬܟܠܡ ܐܪܡܝܐ ܐܝ



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