

# A Patient's Guide: Preparing for Your Surgery/Procedure

**Welcome to Swedish.** We look forward to giving you the very best care. Our goal is to ensure your entire experience at Swedish is excellent in every way.

## Your surgery/procedure is scheduled at the following location:

- Ballard campus      206-781-6245
  - Cherry Hill campus      206-215-3200
  - First Hill campus      206-215-3200
  - Orthopedic Institute      206-215-3200
  - Issaquah campus      425-313-7000
  - Edmonds campus      425-640-4220
- Toll-free for all campuses: 866-851-5111

## For patient use only:

Check-in date/time

\_\_\_\_\_

\_\_\_\_\_

Surgery date/time

\_\_\_\_\_

\_\_\_\_\_

## Step 1: How to prepare for surgery

Call the Swedish location (phone numbers above) where you are going to have your surgery/procedure to complete your pre-registration, and to schedule a preadmission clinical assessment. When you have your surgery/procedure date confirmed, call right away. When you call, you can complete the pre-registration. You may also receive an automated voice message requesting that you call back to complete pre-registration. Please return that call as soon as you can.

**Edmonds campus:** An Edmonds' nurse will call you directly up to seven days prior to your procedure. You don't need to call them.

- Be ready with your insurance card and information. You will pre-register, then be transferred to make your preadmission appointment.

### Please complete the following:

- Once you confirm and complete your pre-surgery/procedure appointment, then meet with your surgeon or primary care physician. This is required.
- Complete lab tests as your doctor has ordered.

### Please alert your surgeon to any of the following that applies to you:

- Pain management — Be ready to discuss with your surgeon how you would like to manage your pain after surgery. Let him/her know of any opioid allergies/intolerance or sensitivities.
  - If you will be admitted to an inpatient unit after surgery, please ask and discuss the various types of pain management that are available to you.
  - If you are going home after surgery, please discuss prescription preferences for pain management.
- Cardiac problems — schedule an appointment with your cardiologist to make sure your heart is in the best condition for surgery.
- History of anemia or low blood count — please alert your surgeon. He/she may want you to go to our anemia management clinic, located at the First Hill campus. All other campuses may refer you back to your primary care physician.
- Pacemaker or implanted defibrillator, deep brain stimulator, spinal cord stimulator or other implanted device(s).
- Communication assistance — We have interpreters, assistive devices and large print materials available.
- If you have any chronic infections.
- Recent ER visits or hospitalizations.

## Step 2: Preadmission appointment

Anesthesia is an important part of your surgical experience. Please, if you have not done so already, make an appointment with the preadmission clinic. The appointment is a 30-45 minute telephone call where a registered nurse will review and verify your health history and medications and educate you on how to prepare for your surgery/procedure.

**Edmonds campus:** You will receive a phone call from the Swedish Edmonds Preadmission Clinic within one week prior to your surgery date. If you receive a message from Swedish, please return that phone call as soon as you can.

- You will need the following for this appointment:
  - Current list of your medications and dosages
  - Your family doctor's name and phone number
  - List of your past surgeries and current conditions
  - Reports and the dates performed of any past cardiac or pulmonary tests

You will not meet your anesthesiologist at this appointment, but you will have time to discuss all anesthesia concerns the day of surgery with your assigned anesthesiologist. Be ready with any questions you may have.

**If you miss your scheduled preadmission appointment, or if you are more than 10 minutes late for your scheduled preadmission appointment, then you should call to reschedule. Call the numbers below:**

**First Hill, Cherry Hill and SOI: 206-386-2314 • Ballard: 206-781-6245 • Issaquah: 425-313-7000**

**If you miss your Edmonds preadmission phone call, please call the Edmonds number: 425-640-4146**

## Step 3: Managing your medications for surgery

- Please work with your physician to fill out your medication sheet located on the following page.

### **Blood thinners or anti-coagulant medications (We follow the American Society of Regional Anesthesia recommendations.)**

Examples: Aspirin, Warfarin (Coumadin), Plavix, Pradaxa, Xarelto or Eliquis

- Ask your doctor who prescribes your blood thinning medication(s) when to stop them prior to your scheduled surgery/procedure.

**The following are general instructions on when to stop certain medications but follow your doctor's instructions for what medications to stop and when to stop.**

- **Two weeks before your procedure**
  - Stop taking all herbal supplements

- **Three days before your procedure**
  - Stop taking all nonsteroidal, anti-inflammatory medications (NSAIDS) such as:
    - Diclofenac (Voltaren)
    - Ibuprofen (Advil, Motrin)
    - Ketorlac (Toradol)
    - Meloxicam (Mobic)
    - Naproxen (Aleve, Anaprox, Naprosyn)
- **24 hours before surgery**
  - Stop your Metformin (see diabetes section)
- **On the morning of your surgery or procedure**
  - Take your prescribed medications that your doctor has told you to continue, including narcotic medication.
  - Take your Beta Blocker (Metoprolol)
    - Do not take the following drugs for high blood pressure the morning of surgery:
      - Lisinopril or Losartan
  - Do not take any diuretics the morning of surgery, such as Lasix, but if you have heart failure please ask your cardiologist first.

**The above represents general instructions on when to stop certain medications but follow your doctor's instructions for what medications to stop and when to stop.**

## Medication Worksheet

(Please go through this worksheet with your health care provider)

If you are using any of the following medicines, ask your doctor when you should stop taking them:

- Aspirin STOP \_\_\_\_\_ days before surgery
- Blood thinners \_\_\_\_\_ STOP \_\_\_\_\_ days before surgery
- Herbals and supplements STOP 14 days before surgery
- Metformin STOP 1 day before surgery
- Ace-inhibitors or ARBs \_\_\_\_\_ STOP 1 day before surgery
- Diuretics\* \_\_\_\_\_ STOP 1 day before surgery
- NSAIDS STOP 3 days before surgery
- Other meds:
  - \_\_\_\_\_ STOP \_\_\_\_\_ days before surgery
  - \_\_\_\_\_ STOP \_\_\_\_\_ days before surgery
  - \_\_\_\_\_ STOP \_\_\_\_\_ days before surgery
  - \_\_\_\_\_ STOP \_\_\_\_\_ days before surgery

Medications to continue up to the morning of surgery with a small sip of water

- Beta blockers \_\_\_\_\_ take morning of surgery
- Pain medications \_\_\_\_\_ take morning of surgery
- Asthma/COPD meds \_\_\_\_\_ take morning of surgery
- Thyroid hormone \_\_\_\_\_ take morning of surgery
- Anti-seizure meds \_\_\_\_\_ take morning of surgery
- Calcium channel blockers \_\_\_\_\_ take morning of surgery
- Other meds \_\_\_\_\_ take morning of surgery

Diabetic medications and insulin (check with your physician if this is OK).

The night before surgery take your usual dose of insulin

The morning of surgery

- Oral diabetic meds: DO NOT take the morning of surgery
- Lantus/glargine, Levemir/detemir: Take ½ of usual dose the morning of surgery
- NPH insulin: Take ½ of usual dose the morning of surgery
- Novolog/aspart, Humalog/lispro, Apidra/gulisine): DO NOT take morning of surgery
- Mixed insulin (70/30, 75/25): DO NOT take the morning of surgery
- Insulin pump: Keep basal rates at usual levels
- Other instructions: \_\_\_\_\_

\* Patients with congestive heart failure (CHF) need to continue diuretics, digoxin and ace inhibitors prior to surgery. Ask your cardiologist for instructions.

## Step 4: 24 Hours before your surgery/procedure

**What time do I need to arrive for surgery?**

- **First Hill, Cherry Hill, SOI and Edmonds locations:** Your surgeon's office will call you to tell you what time to arrive at the hospital which is approximately two hours prior to your scheduled surgery time. Please call your surgeon's office the day before your surgery/procedure if you have not been told what time to arrive at the hospital.
- **Issaquah location:** You will be told what time to arrive one business day prior to your surgery.
- **Ballard location:** You will be told what time to arrive two business days prior to your surgery.

**What if I feel sick the day before or the morning of my surgery?**

- Call your surgeon if you develop a cold, sore throat, cough, fever, skin infection, open cuts, scrapes or bites or other illness the day before your surgery.

**Infection prevention/pre-surgery showers:**

Before your surgery, you should shower with a special antiseptic soap to help reduce the chance that you may get an infection. Because skin is not sterile and has germs, the special

soap, called chlorhexidine gluconate (CHG, "Hibiclens") will help to clean your skin and reduce germs. This is a suggestion also from the Centers for Disease Control and Prevention (CDC). You should shower with this antiseptic soap on the night before your surgery, and the morning before your surgery.

- Follow these instructions carefully to help significantly reduce the risk of your surgical/procedure site from becoming infected.
  - **72 hours prior:** Do NOT shave the part of your body where your surgery/procedure will take place.
  - **24 hours prior:** Do NOT shave any part of your body within 24 hours of your surgery/procedure. Shaving with a razor can irritate your skin and increase your risk of developing an infection.
  - You will be taking two special pre-surgery showers at home: Shower #1 the night before and shower #2 the morning of surgery (detailed shower instructions follow).
  - On the day of surgery, a nurse will help you with some additional cleansing processes to further reduce infection risks. We will clean your body with antiseptic wipes from your neck to your toes to remove germs.

## SHOWERING STEPS

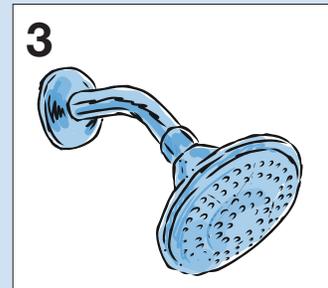
You will be taking two special pre-surgery showers at home: shower #1 the night before and shower #2 the morning of surgery.



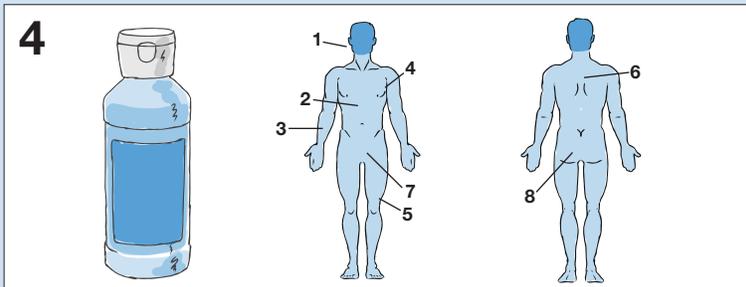
For each shower, you will need a clean cloth and towel, and your chlorhexidine gluconate (CHG, Hibiclens) antiseptic soap. Also have fresh, clean clothes or pajamas to put on when done.



Remove all jewelry. Wash your face and hair as you normally would with regular soap and shampoo. Very thoroughly rinse shampoo and soap completely from your hair and body.



Turn water off.



Apply chlorhexidine soap (Hibiclens) to your clean washcloth and wash your body in the following order:

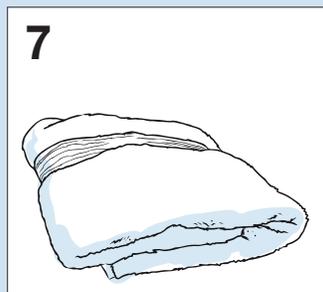
1. Neck
2. Chest and abdomen
3. Arms (starting at shoulders to fingertips)
4. Arm pits
5. Legs (starting at thighs to toes)
6. Back (base of neck to waist)
7. Hips and groin (start with hips, end with groin). Thoroughly wash the folds in the groin area. Do not apply the soap to genital area or face.
8. Buttocks



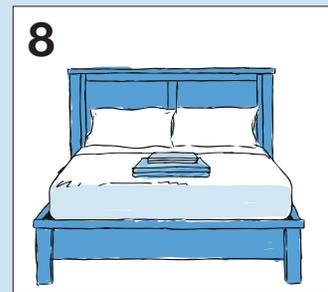
After washing all areas, wait 2 minutes before rinsing.



Turn on the shower and rinse well. Do not rewash with regular soap.



Pat skin dry with a fresh, clean towel. Do NOT apply makeup, perfume, cologne, lotions, powders, creams, nail polish, hair products or deodorant after your shower.



It is best to sleep on clean bedding the night before your surgery/procedures.

## Step 5: What to do the day of your surgery/procedure

Follow the pre-surgery/procedure instructions about your diet, medications and pre-surgery showers.

**If you do not follow these instructions, your surgery/procedure could be delayed or canceled.**

**When is the last time I can eat or drink before surgery?**

- Unless instructed otherwise by your doctor, you must follow these diet instructions before your surgery or procedure.
- If you were told by your doctor to drink a carbohydrate-rich drink, please drink **two-and-a-half hours** before you arrive at the hospital. **STOP drinking all fluids two hours prior to your scheduled arrival time.**

<b>IMPORTANT</b>	<b>8</b> hours before arrival time	<b>STOP</b> eating all solid foods and drinking liquids you cannot see through, as well as the following: <b>NO</b> milk or dairy products <b>NO</b> coffee creamer <b>NO</b> chewing gum <b>NO</b> lozenges <b>NO</b> alcohol  You may drink clear liquids, such as water, Gatorade, plain gelatin, apple juice without pulp, clear tea or <b>black</b> coffee.
	<b>2</b> hours before arrival time	<b>STOP</b> drinking all liquids except for medications, as directed by your doctor.

**Exceptions: Patients with gastroparesis, diabetes, GERD, who are pregnant, obese or having esophageal or gastric surgery, please check with your surgeon. They may advise stopping all liquids and solids 8 hours prior to arrival.**

Medications you have been told to take on the morning of surgery may be taken with a small sip of water.

The last time I can have solid foods is \_\_\_\_\_

The last time I can have all liquids is \_\_\_\_\_

**If you have diabetes, refer to page 7 in this booklet.**

**What do I bring to the hospital?**

- Wear loose, comfortable clothing and shoes.
- Your medical and pharmacy insurance cards, a government or state-issued photo ID, and the ID card for any implanted medical device you may have.
- Bring money for parking and possible discharge medication co-payments, which are separate from the hospital bill. **Do not bring valuables with you like credit cards, extra cash, jewelry and electronic devices such as cell phones, computers, readers and gaming devices.**
- If you bring valuables, they will be returned to your family and/or visitor for safe keeping. Swedish is not responsible for lost items, including medications.
- **Bring your CPAP machine and notation of your settings.**
- Bring any legal documentation for power of attorney or legal guardian.
- Bring your Advance Directives.

 **When do I meet my anesthesiologist?**

- You will meet your anesthesia provider on the day of your surgery/procedure and they will review your medical record, clarify any questions about your medical history and perform a physical evaluation. Be ready to ask any questions you may have, discuss your anesthetic care during your surgery and discuss any possible risks, advantages or disadvantages of having anesthesia.

 **High blood sugar – Why am I getting my blood glucose checked?**

- The stress of surgery and being in the hospital can cause high blood sugar in people who have diabetes and even those who don't have diabetes.

- It is very important to control your blood sugar before, during and after surgery therefore you may be receiving a blood sugar test in the preoperative area just before going back for your surgery/procedure.
- Good blood sugar levels allow for optimal healing and helps prevent infection. Because this is so important, you may be given insulin during your admission.
- If you are given insulin during the admission process it does not mean you will need it after discharge from the hospital, or that you have diabetes. It simply means your blood sugar was too high for healing to take place.
- If you have diabetes and were told to drink a carbohydrate-rich drink two-and-a-half hours before you are to arrive at the hospital, make sure you have done so. If you normally take rapid-acting insulin with meals, take half the normal dose you would take for a meal or 60 grams of carbohydrate. **STOP drinking all fluids two hours prior to your scheduled arrival time.**

 **I have an insulin pump.**

- Change your set and site the day before surgery. This should not be done at bedtime but earlier in the day to ensure that it is infusing well.
- Leave the pump set on your usual basal rate and continue wearing it.
- Bring any insulin pump supplies, including insulin, to the hospital with you in case you need to change your set while in the hospital. It would also be a good idea to bring a case, container or pouch to put your pump in if it needs to be removed before, during or after surgery.
- It is recommended that you have a family member or friend to be available to take possession of your pump if you need to remove it.

## Step 6: Things to know about your hospital stay

**Clean hands are the best way to prevent infections.**

- Please use the alcohol hand rub gel and/or soap and water. Also, ask your visitors to do so as well. Please clean your hands often.
- All Swedish caregivers are expected to clean their hands before caring for you. We encourage you — **it's ok to ask your health care provider questions**, such as:
  - "I didn't see you clean your hands when you came in; would you mind cleaning them again before you care for me?"
  - "I'm worried about germs spreading in the hospital. Will you please clean your hands once more?"
- **Ask your loved ones to clean their hands, too:** "I saw you clean your hands when you arrived some time ago, but would you mind cleaning them again?"
- Please remind your family and friends not to visit or be with you if they are ill with a fever, cough, cold or diarrhea to prevent further spread of infection.

**Who can be with me in the pre-operative area?**

- Adult patients may have one person at a time with them in the pre-operative area. Patients under 18 years of age may have two adults with them. Children of patients or siblings of patients may not be left unattended and may not enter patient care areas or pediatric patient playrooms.

**What happens in surgery/procedure recovery?**

- The family waiting area is staffed with an information desk and large TV monitors. We will give your family or support person a confidential number. They will look for this number on the TV monitor to see your progress. It will tell them when you have begun the operation, when you are finished, and when you are in the recovery room.

**Can I have visitors during my stay?**

- Patients are our top priority at Swedish. We know it helps to have family and friends visit you in the hospital.
- Sometimes we may limit the number of people, or how long visitors stay if you need rest, or if you share the room with another patient.
- Families and friends are asked to plan visits so not everyone is visiting at the same time.
- For the safety of our patients, visitors and staff, visitors who come to the hospital after 9 p.m. or before 5 a.m. will be issued a temporary badge.
- Please ask the nurse on the unit to help your visitor get an ID badge. Your visitors may be stopped if they don't have a badge.

**I have a service animal.**

- Swedish staff is not permitted to care for your service animal during your surgery/procedure.
- Please make arrangements for a family member or friend to care for your service animal during this time.

**I use tobacco products.**

- Swedish is proud to say we are smoke and tobacco free at all campuses and outpatient clinics.
- Smoke and tobacco free includes no usage of electronic cigarettes (vaping) or any similar device, as well as chewing tobacco.
- While you are in the hospital we can offer nicotine replacement therapies; these are available and billed as part of your insurance benefits.
- Visitors who choose to smoke must be off Swedish property. Please note: you cannot smoke in the parking garages as well.
- Swedish supports a program to help you or your friends, family or visitors quit smoking. If you would like information about the program, call 1-800-QUIT-NOW.

## Step 7: Planning for your return home

- Please plan for your discharge needs with family and/or friends prior to your surgery/procedure.**
  - If you are scheduled to go home the same day as your procedure, you **MUST** have an adult escort to accompany you. Failure to do so will result in your surgery/procedure being canceled. You may NOT drive yourself or travel home by bus. You may take a taxi or car service but you still must have another adult go with you.
  - If your doctor admits you to the hospital overnight, you may be discharged early the next day, possibly by 10 a.m. Depending on your procedure, you may be required to have an adult escort accompany you home.
  - We suggest you have someone with you at home after your surgery/procedure to help with shopping, childcare, lifting, cooking, cleaning, etc.

## Directions and parking

### Cherry Hill

500 17th Ave.  
Seattle, WA 98122

**From the south:** Take I-5 northbound to the James Street Exit (164A). Turn right (east) on James Street. James Street will become Cherry Street. Turn right (south) on 18th Avenue. Turn right on Jefferson Street (west). Turn right into the main entrance (north).

**From the north:** Take I-5 southbound to the James Street Exit (165A). Turn left (east) on James Street. James Street will become Cherry Street. Turn right (south) on 18th Avenue. Turn right on Jefferson Street (west). Turn right into the main entrance (north).

### Parking

Short-term parking is available in the Plaza Garage. Enter from the main driveway. Long-term parking is available in the 16th Avenue Garage, on 16th Avenue. From the main entrance of the hospital, turn right on Jefferson Street (west). Turn right on 16th Avenue (north). The garage entrance is up the block on the left.

Valet parking is available at the main entrance.

### Preadmission and surgery check-in

Check in for preadmission and surgery is located at the registration desk in the main lobby.

### First Hill

#### Main hospital

747 Broadway  
Seattle, WA 98122

#### Orthopedic Institute

601 Broadway  
Seattle, WA 98122

**From the north:** Take I-5 southbound to the James Street Exit (165A). Turn left (east) onto James Street.

**From the south:** Take I-5 northbound to the James Street Exit (164A). Turn right (east) onto James Street. Travel six blocks to the intersection of James and Broadway. Turn left (north) onto Broadway. The entrance to the main hospital is on Broadway, one-and-a-half blocks to the left. The entrance to the Swedish Orthopedic Institute is on Cherry Street, one block to the left.

### Parking

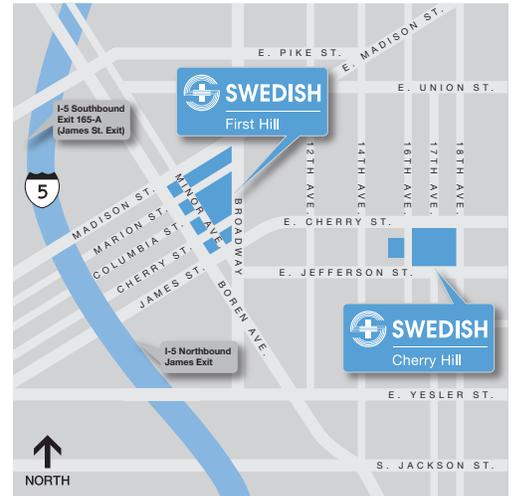
For the main hospital, turn left into the circular drive of the front entrance and follow the signs to the garage. For the Orthopedic Institute, turn left onto Cherry Street; the garage entrance is on the left.

### Preadmission check-in

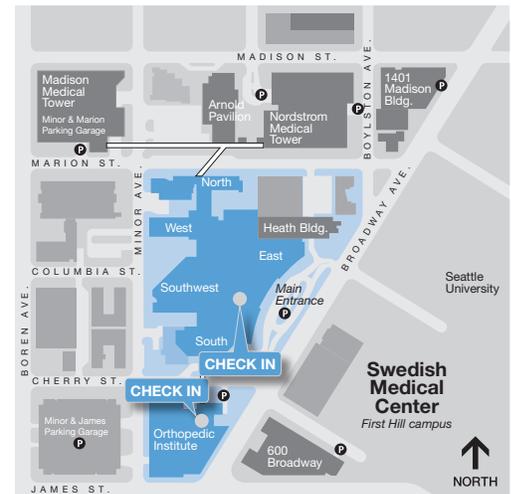
Check in for Preadmission (main and orthopedic) is located in the main hospital at the registration desk off the first floor lobby.

### Surgery check-in

- Check in for surgery at the main hospital is located at the registration desk off the first floor lobby.
- Check in for surgery at the Orthopedic Institute is located on the second floor of the Orthopedic Institute.



CHERRY HILL CAMPUS



FIRST HILL CAMPUS

**Ballard**

5300 Tallman Ave. NW  
Seattle, WA 98107

**From the north:** Take I-5 southbound to the 85th Street Exit (172). Turn right (west) onto 85th Street. Travel 30 blocks to the intersection of 85th and 15th Avenue NW. Turn left (south) onto 15th Avenue NW. Travel 16 blocks to the intersection of 15th Avenue and Market Street. Turn right (west) onto Market Street. Travel three blocks and turn left (south) onto Tallman Avenue NW. Turn right into the entrance of the parking garage.

**From the south:** Take I-5 northbound to the 45th Street Exit (169). Turn left (west) onto 45th Street. (Note: 45th Street becomes 46th Street and then becomes Market Street.) Travel west on Market Street for 17 blocks to the intersection of Market Street and 15th Avenue NW. Cross 15th Avenue. Travel for three blocks and turn left (south) onto Tallman Avenue NW. Turn right into the entrance of the parking garage.

**Surgery check-in**

Check in for surgery is on the third floor of the hospital in the south wing.

**Issaquah**

751 NE Blakely Drive  
Issaquah, WA 98029

**From the east or west:** Travelling east or west on I-90, take exit 18 for E. Sunset Way/Highlands Drive.

- **If traveling east,** keep left at the fork and merge onto Highlands Drive NE.
- **If traveling west,** turn right (north) onto Highlands Drive NE/E. Sunset Way; continue to follow Highlands Drive NE.

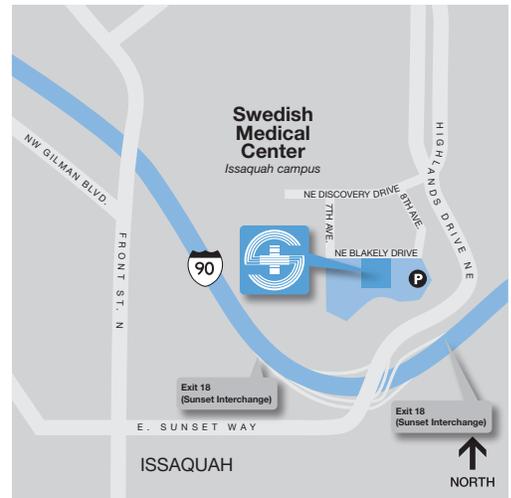
Turn left (west) at the first traffic light onto NE Discovery Drive (492 feet). Turn left (south) at the next light onto 8th Avenue NE (approximately 500 feet). Travel down 8th Avenue until it turns into the Swedish Issaquah main entrance. Immediately turn right to enter the underground parking garage. Parking is also available on the surface lots.

**Surgery check-in**

Check in for surgery is on the first floor.



BALLARD CAMPUS



ISSAQUAH CAMPUS

## Edmonds

21601 76th Ave. W.  
Edmonds, WA 98026

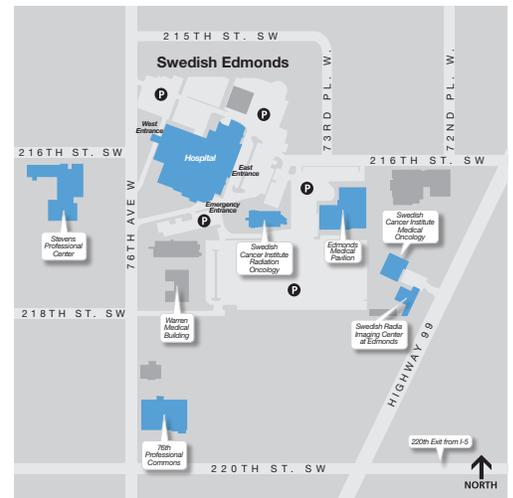
**From the south:** Take I-5 northbound to the 220th St./Mountlake Terrace Exit (179). Turn left (west) onto 220th St. SW. Turn right onto Pacific Highway 99. Turn left onto 216th St. SW. Either turn left at the first stop sign for the free parking garage or continue straight and veer left for the patient drop-off near the main entrance.

**For the emergency entrance,** follow the same directions (the emergency entrance is left of the main entrance).

**From the north:** Take I-5 southbound to the 220th St./Mountlake Terrace Exit (179). Turn right (west) onto 220th St. SW. Turn right onto Pacific Highway 99. Turn left onto 216th St. SW. Either turn left at the first stop sign for the free parking garage or continue straight and veer left for the patient drop-off near the main entrance.

## Registration/Check-In

You will need to enter the hospital through the **main entrance (first floor)**, located next to the Emergency Department and Starbucks. Upon entering the facility, please check in at patient registration. Once registration is completed, you will be directed or escorted to your pre-procedure/surgery location.



## Notice of nondiscrimination and accessibility rights

We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability or sex. We:

- (1) Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - (a) Qualified sign language interpreters; and
  - (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- (2) Provide free language services to people whose primary language is not English, such as:
  - (a) Qualified interpreters; and
  - (b) Information written in other languages.

If you need any of the above services, please contact the appropriate civil rights coordinator below.

If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that Swedish has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with us by contacting the civil rights coordinator for your service location as listed below:

Service location	Civil rights coordinator
All locations except Swedish Edmonds	Civil rights coordinator, 101 W. 8th Ave., Spokane, WA 99204 Telephone: 1-844-469-1775; Interpreter line: 1-888-311-9127 Email: Nondiscrimination.WA@providence.org
Swedish Edmonds	Civil rights coordinator (Bed Control), 21601 76th Ave. W. Edmonds, WA 98026 Telephone: 1-844-469-1775; Interpreter line: 1-888-311-9178 Email: Nondiscrimination.SHS@providence.org
Senior Services	Civil rights coordinator, 2811 S. 102nd St., Suite 220, Tukwila, WA 98168 Telephone: 1-844-469-1775; Interpreter line: 1-888-311-9127; Email: Nondiscrimination.pscs@providence.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, one of the above-noted civil rights coordinators 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 Ave. SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD).

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

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in our health programs and activities.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711 )

CHÚ Ý: Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Gọi số 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-311-9127 (Swedish Edmonds 888-311-9178) (телетайп: 711).

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա ձեզ կարող են տրամադրվել լեզվական աջակցություն անվճար ծառայություններ: Ձանգահարեք 888-311-9127 (Swedish Edmonds 888-311-9178) (հեռատիպ (TTY) 711)։

يُرجى الانتباه: إذا كنتم تتكلمون اللغة العربية، فأعلموا أن خدمات المساعدة اللغوية متوفرة مجاناً لكم. اتصلوا برقم الهاتف 888-311-9127 [أو برقم الهاتف 888-311-9178 عند الاتصال بالمركز الطبي السويدي في إدموندز (Swedish Edmonds)] (أو بخط المبرقة الكاتبة TTY لضعاف السمع والنطق على الرقم 711).

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 888-311-9127 (TTY:711) (Swedish Edmonds 888-311-9178) تماس بگیرید.

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。888-311-9127 (Swedish Edmonds 888-311-9178) (TTY:711)まで、お電話にてご連絡ください。

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਿ ਚੋ, ਤਾਂ ਤਾਮਾ ਧਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਚੈ। 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

សូមចាំអារម្មណ៍៖ ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ នោះសេវាជំនួយផ្នែកភាសានឹងមានផ្តល់ជូនលោកអ្នក ដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) ។

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711) पर कॉल करें।

LUS CEEV: Yog tias koj hais lus Hmoob, koj tuaj yeem siv cov kev pab txhais lus pub dawb. Hu rau 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711).

โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการ การความช่วยเหลือทางภาษาได้โดยไม่มีค่าใช้จ่าย โทร 888-311-9127 (Swedish Edmonds 888-311-9178) (TTY: 711)





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