

# Mayo Clinic Health System - Franciscan Healthcare

## Patient Rights and Responsibilities (Somali)

### XUQUUQDA BUKAANKA IYO MAS'UULIYADDA SAARAN

Mayo Clinic Health System - Franciscan Healthcare waxay xoog saartaa in ay daboosho baahidaada daryeelka caafimaad ee gudaha bulshooyinka aanu u shaqayno:

WISCONSIN: Arcadia, Holmen, La Crosse, Onalaska, Prairie du Chien, Sparta and Tomah

MINNESOTA: Caledonia and La Crescent • IOWA: Waukon

### XUQUUQDA BUKAANKA

Xuquuq gaar ah ayaa hoos ku taxan:

#### **Bukaan ahaan, aniga ama wakiilkeyga haysta awoodda sharci, waxaan xaq u leenahay:**

- In aan helo daryeel ayaadoon la eegin jinsiyadeyda, madhabteyda, midabkeyga, waddankeyga asalka, isirkayga, diinteyda, nooca qof(lab ama dhedig) xaaladda guur, da'da, xaalad ilmo dhashay, itaal darri, ama halka laga bixinayo lacagta.
- In la waco qoyskeyga iyo dhakhtarka kolka la I seexinayo isbitaalka qoyskeygana uu qayb ka qaato go'aanada daryeelkeyga kolka aan anigu doono.
- In aan xaq u leeyahay in la ii sheego in ay isoo booqan karaan dadka aan ku tala galo iyo/ama aan diido ayadoo aaysan xadidneyn iyo xuquuqda booqashada oo buuxda.
- In aan ogaadaa doorarka iyo magacyada kuwa daryeelka Isiinaya.
- In aan helo xaqiiqda ku saabsan caafimaadkeyga, qorshahayga daryeel caafimaad, iyo suurtagalnimada bogsiinyo oo la iigu sheego erayo aan fahmi karo. Haddii daaweyn kale ay suurtagal tahay, aana xaq u leeyahay luqad dhaba oo caadi ah.
- In aan helo xaqiiqooyin iga kaalmeeya in aan fahmo ogolaashaha wargelinta loo baahdo ee daaweynta iyo camaliyaadka kahor inta aysan daaweyntu billaabn (kolka laga reebo wixii arin deg deg ah-DHS 124.05(3)i).
- In aan ka qayb qaato qorshaha daawo ee caafimaadkeyga. In aan doorto ama aanan dooran ka qayb qaadashada tijaabooyinka cilmi baaris.
- In aan astaamahayga cudur u helo daryeel kaasoo wax ka qabta daaweynta, xataa haddii aysan ku taxaluqin xaaladeyda caafimaad ee asaasiga ah.
- In la helo qiimeyn iyo maamulid xanuunka.
- In la helo feejigaan, daryeel ixtiraam leh laguna sameeyo meel nadiif ah, nabadgelyo iyo kali ahaansho leh oo aan lahayn dayacaad, handadaad iyo ku talax tegid.
- Ka xor ahaansho faragelin wixii aan caafimaadka daruuri u ahayn ama loo isticmaalo qaab sixitaan, edbid, fududeyn ama ka aargudasho shaqaale.
- In aan u helo qiimeyn iyo in lay siiyo adeegyo la dhowray.
- In aan dalbado weydiisasho qof weyn in uu joogo kolka la I baarayo. Haddii aan weydiisto qofkaa ay qasab ku tahay Mayo Clinic Health System – Franciscan Healthcare in ay I siiyaan mid.
- In aan helo daryeel iyo daaweyn ixtiraamaya qiimahayga qofeed, dhaqankayga, waxa aan rumeysanahay iyo falsafada nolosha.
- In aan si anshax leh u weydiyo wixii su'aalo ka soo baxa daryeelkeyga caafimaad.
- In aan aniga iyo qoyskeygaba helno caawinaad xagga dareenka iyo mid diimeedba.
- In la dhameystiro qoraalka dardaranka caafimaad si loo cadeeyo waxa aan doonayo oo ku saabsan daryeelkeyga caafimaad si loo isticmaalo kolka aan awoodi waayo in aan cadeeyo waxyaabaha aan rabo.
- In aan diido daaweynta ilaa xad inta uu sharci iyo ogolyahay la iguna wargeliyo ficiladeyda waxaa caafimaad ahaan kasoo baxaya.
- In la ii sheegay baahida loo qabo in xarun kale la ii wareejiyo, iyo wixii kale oo doorashooyin ah, (kolka laga reebo wixii deg deg ah124.05(3)i).
- In dhamaan xiriirada diiwaanada ku saabsan daryeelka caafimaadkeyga ay ahaadaan kuwa loo ilaaliyo si qarsoodi ah.
- In aan awoodo in aan arko diiwaanadeyda caafimaad muddada ay suurtagalka tahay.
- In la I baaro iyo in aan helo sharaxaad biilkeyga ayadoon la eegin halka kharashka laga bixinayo.
- In aan helo macluumaad ku saabsan caawinaad dhaqaale (bixinta biilka).
- In aan helo macluumaad ku saabsan xiriirka ka dhexeeyo Franciscan Healthcare iyo xarumaha kale ee daryeelka caafimaad ama iskuulada waxbarasho ee ka qayb qaadana daryeelkeyga.
- In aan helo qof tarjumo luqada ee aqoon u leh iyo turjubaan lacag la'aan ah.
- In aan xareeyo cabasho.
- In la igu wargeliyo hab socodka dib u eegista aana sheego cabashada ayadoon laga baqin xiriirka ama ciqaab qof kasta oo ka tirsan daryeelka caafimaad ee Franciscan.

- In aan weydiisto nuqul ama aan ka helo meelaha soo socda(<http://www.Mayoclinichealthsystem.org/locations/la-crosse/billing/charge-transparency>):
  - Qoraalada ay ku qorayihiin qiimeynta iyo tayada macluumaad ee Franciscan Healthcare oo inta ugu badan bukaanada ku jira iyo bukaan socodyada ugu badan oo usoo noqnoqda camaliyaadka qallin ee Wisconsin.
  - Macluumaad bulsho oo ku saabsan tayada ama qiimaha adeegyada daryeelka caafimaaf Franciscan Healthcare marka la barbar dhigo isbitaalada kale.
- In la weydiisto caymiyahayga ama qorshaha caafimaad qiyaasta qiimaha wadar lacageed ay tahay in aan anigu bixiyo qiimahaas oo la xiriira joogitaanadii isbitaalka iyo camaliyaadkii laguugu sameeyay.
- In aan heli karo macluumaad dheeri ah oo ku saabsan qiimooyinka caafimaad anigoo la xiriiri kara la taliye dhaqaalaha ama adeegyada dhaqaalaha bukaan ee:
 

Tel – 608-392-7181 ama 800-603-2500, gudbin farac 27181  
Email – lacrosse.fincounsel@mayo.edu

## MAS’UULIYADDA SAARAN BUKAANKA

Mas’uuliyadda gaar ahaaneed waxay ku qoran yihiin hoos.

### Bukaan ahaan, aniga ama wakiilkayga haysta sharciga, waxaanu leenahay masuuliyadda:

- In aan qayb ka qaato daryeelkayga iyo daaweynteyda sida ugu badan oo ay u suurtoowdo.
- In aan u diyaar garoobo booqashada dhakhtarka ama daryeel bixiyaha si aan u weydiyo wixii su’aalo ah oo aan qabo. In aan keeno booqashada wixii daawooyin ah oo aan qaato iyadoo ku jira weelashii lagu keenay.
- In aan ku imaado waqtiga saxda ah ee ballanta daryeelahayga caafimaad. In aan soo ogeysiyo isbitaalka wakhti ku filan haddii aanan ballanta imaan karin.
- In aan u sheego daryeel bixiyaha ama dhakhtarka wixii baahi ah oo ku saabsan daryeelkeyga caafimaad, cuduradii hore iyo taariikhda caafimaad.
- In aan ka hadlo waxa uu u baahan yahay daryeelkeyga iyo khatarta caafimaadka sida aan u arko.
- In aan su’aalo weydiyo marka aanan fahmin wixii la ii sheegay ee ku saabsan daryeelkayga. In aan isticmaalo su’aalaha hoos ku qoran haddii aanan garaneynin wax aan weydiyo.
  1. Maxay tahay dhibaataada ugu ee i haysata?
  2. Maxaan u baahanahay in aan sameeyo?
  3. Maxay muhiim iigu tahay in aan sameeyo arinkan?
- Waa in aan daacad u ahaadaa daryeel bixiyahayga ama dhakhtarkayga haddii aanan fahmin tilmaamaha ama aanan awoodeynin in aan guriga ku sameeyo.
- In aan u sheego daryeelahayga caafimaad ama dhakhtarkayga wixii astaamooyin ah ama dhibaatooyin daryeel caafimaad. Xataa haddii aysan la xiriirin xaaladeyda daryeel caafimaad ee asaasiga ah.
- In aan sheego heerka inta uu xanuunkeygu la egyahay iyo in aan kala qayb qaato daryeel bixiyahayga ama dhakhtarkayga qorshaha baahida daryeelka xanuunka.
- In aan soo waco daryeel bixiyahayga ama dhakhtarkayga wixii isbedello ah oo xaaladeyda ku saabsan.
- In aan aqbalo wixii ka soo baxa falalkayga haddii aan doorto in aanan ka qayb qaadanin qorshaha daaweynta sida uu ii sheegay daryeel bixiyahayga ama dhakhtarkayga.
- In aan u hogaansanaado sharciyada nabadgelyada,
- In aan tixgeliyo bukaanada, qoysaska iyo shaqaalaha.
- In aan kaalmo ka geysto kantaroolka shanqarta iyo arbushaadda.
- In aan raaco nidaamyada Franciscan Healthcare oo aan lagu isticmaali karin tubaakada.
- In aanan cabsi gelinin ama aanan dhibaateyn bukaanada kale, qoysaska ama shaqaalaha.
- In aanan waxyeelayn hantida bukaanada, qoysaska, shaqaalaha iyo Franciscan Healthcare.
- In aan fuliyo dhaqaalaha igu waajibay( Bixinta sheegashada dhaqaale ee daryeelkeyga caafimaad sida ugu dhakhsaha badan ee suurta galka ah).

## HABKA MAAMULKA CABASHADA

Haddii aan ku guuldareysano in aan fulino rajadaada, waxaanu kugu casuumeynaa in aad no sheegtid dareenkaada wixii ku saabsan daaweynta, nabadgelyadaada iyo tayada daryeelkaada. Waxaa suurtagal ah in aad sheegtid tabashooyinkaada aad ka tabaneysid:

- Ruux shaqaale ah
- Daryeel bixiyahaada ama dhakhtarkaada
- Maamul mid ka mida kilinikada ama waaxda isbitaalka
- Waaxda Waayaha Bukaanka Franciscan Healthcare

Waxaan kugu geesi gelineynaa in aad isla markaa aad noo sheegtid wixii cabasha ah (ee waqtiga adeegga). Haddii aad dareemeysid in cabashooyinkaadii ama wixii ku khuseeyay aanan loo xallin sidii aad u rabtay, waxaad bilaabi kartaa cabasho rasmi ah aadna ogeysiineysid Patient Experience Department ayadoo qoraal ah ama aad wacaysid.

Patient Experience Department  
700 West Avenue South. La Crosse, WI 54601  
608-392-9478  
Telefoonka lacag la'aanta: 800-362-5454 khadka 29478

Waxaa kaloo aad weydiisan kartaa liiska hayado kale ee ka tirsan Patient Experience Department. Haddii aad dooratid in aadan isticmaalin qaabka cabashada ee Franciscan Healthcare, ama haddii aana anagu awoodi weyno in aan ku qancino, waxaad kaloo xaq u leedahay in aad la xiriirto Hayadaha hoos ku qoran. Waxaad kaloo macluumaad faah faahsan ka heli kartaa: [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)

**Wisconsin Department of Health Services  
Division of Quality Assurance (DQA)**

P.O. Box 2969  
Madison, WI 53701-2969  
Phone: 608-266-8481  
Fax: 608-267-0352

<http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>

**The Joint Commission**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Toll free: 800-994-6610  
E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**KEPRO**

5201 W. Kennedy Blvd, Suite 900  
Tampa, FL 33609  
Toll-free Beneficiary  
Helpline: 1-855-408-8557 or  
Medicare TTY 1-877-486-2048\*  
[www.kepro.com](http://www.kepro.com)

**Wisconsin Department of  
Children & Families**

201 E. Washington Ave., 2nd floor  
P.O. Box 8916  
Madison, WI 53708-8916  
608-266-5335 (includes TTY)

**Wisconsin Department of Health Services  
Office of Civil Rights Compliance**

1 West Wilson, Room 561  
P.O. Box 7850  
Madison, WI 53707  
608-266-9372 (includes TTY)

**The Department of Health Services  
Client Rights Office**

P.O. Box 7851  
Madison, WI 53707-7851  
608-266-2717