

# Siyaasadda U Qalanka Kaalmada Dhaqaale

## Siyaasaddani waxa ay Ku Saabsan Yahay goobaha Spectrum Health ee soo socda:

Big Rapids, Continuing Care, Corporate, Gerber, Ludington, Outpatient/Physician Practices, Pennock, Priority Health, Reed City, SH GR Hospitals, SHMG, Spectrum Health Lakeland, United/Kelsey, Zeeland

## Khusayntu Waxay Ku Xadidan Tahay: Munaasab Kuma Aha

**Lambarka Tixraaca:** 2983

**Lambarka Raaca:** 9

**Taariikhda Dhaqan Galka:** 08/01/2020

**Aaga Shaqada:** Wareega Maaliyadda, Dakhliga

**Waaxda Aaga:** Maaliyadda, Helitaanka Bukaanka

**Wargelinta Bilaa Takoorka:** Waxaa weeye siyaasadda Spectrum Health iyo dhamaan laamaheega si ay u bixiyaan daryeel caafimaad oo tayo leh oo dhamaan dadka ah. Go'aanada dhigitaanka iyo daawayntu waxay ku salaysan yihiin baahiyaha caafimaadka ee bukaanka iyo qaadka iyo awoodaha xarunta si ay u bixiyaan daryeelka caafimaadka iyo daawaynta loo baahan yahay. Dhigaalka iyo daawaynta la iskuguma diidi doono qoomiyad, midab, jinsi, isir, meesha uu qofku kasoo jeedo, diin, laxaad la'aan, da'da, qabitaanka HIV, xaalada askariga hawl gabay ama ciidamada, meesha qofka ay wax ka soo galayaan ama wax kale oo uu mamnuucay sharciga federaalka, gobolka ama deegaanku. Bukaanka waxaa lola dhaqmi doonaa qaab waafaqsan jinsiga aqoonsigiisa. Goobaha ay ansixisay NHSC waa inay ogolaadaan inayna cidna ku takoorin adeegyada ay siinayaan shakhsiga iyagoo eegaya: awood la'aanta bixinta lacagta ee shakhsiga; hadii bixinta kharashka adeegyadaas ay hoos timaado Medicare, Medicaid, ama CHIP; qoomiyada, midabka, jinsiga, meesha uu kasoo jeedo, laxaad la'aanta, diinta, da'da, doorashada jinsiga, ama aqoonsiga jinsiga.

Waxa aad eegtaa siyaasadda [Xuquuqda iyo Waajibaadka Bukaanka](#) wixii faahfaahin dheeraad ah.

Eeg [Lifaaga B](#) wargelinta dhamaystiran ee bilaa takoorka iyo sidoo kale helitaanka kaalmada luuqada.

### 1. Ujeedada

Si loo bayaamiyo nidaamka qaadashada go'aan macquul ah ee cida u qalanta inay hesho kaalmada dhaqaale ee Spectrum Health. Si loo sheego helitaanka kaalmada dhaqaale ee bukaanka iyo shacabka iyo in la xaqiijiyo in tilmaamaha joogtada ah lagu dabaqo dalabyada kaalmada dhaqaale, iyada oo aan la eegeynin goobta Spectrum Health ee bukaanka adeegga siinaysa.

### 2. Masuuliyadaha

Siyaasadda U Qalanka Kaalmada Dhaqaale ee Spectrum Health waxa maamuli shaqaalaha Spectrum Health ee munaasabka ah ee loogu talo galay sida lagu sheegey taageeridda Nidaamka U Qalanka Kaalmada Dhaqaale.

### 3. Macluumaadka Siyaasadda

Spectrum Health waxa ay meesha ka saaraysaa waajibaadka maaliyadeed ee bukaanka wixii daryeel gurmada ah ama caafimaad ahaan daruuri ah marka bukaanka/damaanad qaaduhu u qalmo sida ay dhigayaan tilmaamaha dhaqaale yaraanta, ee ku qoran Qaybta 6.6 ee hoose, ee uu

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

kala shaqaynayo Spectrum Health ee maamulida Nidaamka U Qalanka Kaalmada Dhaqaale. Go'aamin daacad ah ee baahida dhaqaale waa in la gaaro kahor inta aan laga tanaasulin wax kharashaad ah.

#### 4. Falsafadda

Daryeelka gurmada ama daryeelka caafimaad ahaan daruuriga ah waxa uu ku salaysnaan doonaa daawaynta, wixii waajibaad dhaqaale aan ahayn. Go'aaminta kaalmada dhaqaale waxa ay ku salaysnaan doontaa bandhiga baahida dhaqaale waxaana loo bixin doonaa iyada oo la iska kaashanayo bukaanka/damaanad qaadaha marka uu awoodo. Dhamaan bukaanada/damaanad qaadayaasha dalbanaya kaalmada dhaqaale waxa ku waajiba nidaam kaalmo dhaqaale oo isku mid ah iyada oo aan eegeynin cida kowaad ee bixinaysa.

Daryeelka caafimaad ahaan daruuriga ah waxaa lagu sharaxaa adeegyada loogu baahan yahay in lagu ogaado ama daweyo xanuun ama dhaawac kaas oo la heley ama laga shakisan yahay ilaa in macquul ah inuu yahay caafimaad ahaan daruuri oo ay tahay in lagu xisaabtamo heerka ugu munaasabsan ee daryeelka. Iyada oo ku xidhan xaalada caafimaad ee bukaanka, habdhismeedka ugu haboon ee bixinta daryeelka waxa uu noqon karaa guriga, xafiiska dhakhtarka, xarun bukaan-socod, ama daryeelka mudada dheer, baxnaanin ama sariirta isbitaalka. Si uu u noqdo caafimaad ahaan daruuri, adeeggu waa inuu:

- Loo baahan in la daaweeyo xanuun ama dhaawac;
- Waafaqsan yahay bukaanka xanuunkiisa iyo daawayntiisa;
- Raacayaa heerarka dhaqanka caafimaadka wanaagsan;
- Inaanu noqon wax bukaanka ama dhakhtarka bukaanka uun loogu hawl yaraynayo; iyo
- Noqdaa heerka daryeelka ugu haboon bukaanka sida ay go'aamisay xaalada caafimaadka ee bukaanka oo ayna go'aamin xaalada dhaqaale ee bukaanka ama qoyska

Daryeelka degdega waxa loo arkaa inuu yahay Caafimaad Ahaan Daruuri.

#### 5. Siyaasadda Caafimaadka Gurmada Degdega ah

Spectrum Health waxay siin doontaa, takoor la'aan, daryeelka xaaladaha caafimaad ee gurmada ah shakhsiyaadka iyadoon loo eegin awoodooda inay bixiyaan kharashka ama u qalmidooda caawimada maaliyadeed. Xaaladaha caafimaadka ee gurmada ah waxay ka dhalan karaan inay timaado xaalad caafimaad oo lama filaan ah oo aad u daran taas oo, hadii aan loo dawaynin dhakhso, ay keeni karto sida macquulka ah in bukaanka caafimaadkiisu uu si halis ah u waxyeloobo, ay keeneysa in xubin ama qayb jidhka ah ayna sax u shaqayn. Spectrum Health ma qaado talaabooyin shakhsiyaadka ka mooraal jabinaysa inuu doonto daryeelka caafimaadka degdeg ah, iyo, sidaas darteedna, Daryeelka xaalada degdega ah loo bixin doono iyada oo ayna gacanta lasoo gelin [kooxda] uruurinta daynta ama aan laga dalban inay soo qaadimaan lacagta adeegyada kahor inta aan la dawaynin sida iyada oo faahfaahsan lagu sheegey Siyaasadda Sharciga Shaqaalaha Shaqeeya iyo Daawaynta Caafimaadka Xaalada Degdega ah (Emergency Medical Treatment and Active Labor Act, EMTALA).

#### 6. Siyaasadda

##### 6.1. Shuruudaha Deganaanshaha

Si aanu ugu dhagganaano shaqadeena aanu ku hormarino caafimaadka, aanu rajo ku abuurno, oo aanu ku badbaadino nololo, Spectrum Health waxay xadidi doontaa eegitaanka kaalmada dhaqaale ee dadka dalbanaya ee ku dhax nool bushada ay u shaqayso. Waxaa laga soo reebi karaa bukaanada doonaya daryeelka Degdega ah ama Caafimaad Ahaan Daruuriga ah ee aanay ka heli karin bixiyayaasha daryeelka caafimaad ee aaga adeegga.

## 6.2. Guudmar

- 6.2.1.** Kahor inta aan la dalban kaalmada dhaqaale, bukaanka/damaanad qaadaha iyo Spectrum Health waxa ay samayn doonaan wax kasta oo la gudboon sidii loo heli lahaa cid kale oo ka bixisa kharashka sida ku qoran Qaybta 6.3.
- 6.2.2.** Waxaa weeye siyaasadda Spectrum Health in la dalbado lacagta oo dhamaystiran wixii daryeelka caafimaadka ee aan Gurmadka Degdegga ahayn ama Caafimaad Ahaan Daruuri ahayn oo ay kujiraan laakiin ku koobnayn daraasadaha tijaabeed/cilmi-baaris, adeegyada qurxinta la doortay iyo qaliinka is qurxinta *kahor* adeegga ama marka bayaanka markii kowaad la keenay, iyada qaabab kale la isla qaatay in lacagta lagu bixiyo moojee.
- 6.2.3.** Bukaana/damaanad qaadayaasha ogaada inayna dhaqaale ahaan awoodin inay bixiyaan kharashka, ama ay ogaadeen Spectrum Health inay dhici karto inayna dhaqaale ahaan awoodin inay bixiyaan kharashka, waxa loo gudin doonaa shaqaalaha loo igmaday ee Spectrum Health si qiimayn loogu sameeyo, sida kolba ku haboon. Shaqaalaha Spectrum Health waxa ay kadibna u gudbi karaan nidaamka arjiga kaalmada dhaqaale si loo go'aamiyo hadii ay jiraan cadaymo ku filan oo ah inayna awoodin inay bixiyaan kharashka. Bukaanka/damaanad qaadaha waxa laga dalban karaa inuu buuxiyo arjiga kaalmada dhaqaale. Warbixinta daynta ayaa la dalban karaa si loo xaqiijiyo macluumaadka arjiga lagu bixiyay, laakiin looma isticmaali doono si loo go'aamiyo u qalanka kaalmada dhaqaale. Qayb kamid ah ama dhamaan nidaamka arjiga dhaqaale waa laga dhaafi karaa bukaanka/damaanad qaadayaasha qaar kuwaas oo loo arko inay u qalmaan kaalmada dhaqaalaha oo markaa la xaqiijiya, si waafaqsan siyaasadaha iyo nidaamyada Spectrum Health. Tusaale ahaan waxaa kamid ah shakhsiyadka loo arko inay yihiin bilaa guri ama dhinta iyaga oo bilaa hanti ah.
- 6.2.4.** Hadii, nidaamka arjiga dhaqaale dartii, shuruudaha kaalmada aan la buuxin, bukaanka/damaanad qaadaha waxaa loo sheegi doonaa inuu diyaariyo kharashka sida ku cad [Siyaasadda Uruurinta iyo Kharash Dalicida Lacagta Taagan ee Uu Bukaanku Masuul ka Yahay](#) ee Spectrum Health iyo nidaamyada khuseeya, ee bukaanka/damaanad qaaduhu uu u qalmi karo qiime dhimis iyo/ama ikhtiyaaro kale oo lacag bixin sida qiime dhimista lacag bixinta degdegga ah, qorshayaasha lacag bixinta, iwm.
- 6.2.5.** Hadii ay u muuqato in tilmaamaha dhibaataada dhaqaale ay khusayso, bukaanka/damaanad qaadaha waxaa laga dalban karaa inuu keeno caddaymo xoojin ah sida lagu sheegey arjiga oo markaas arjiga hawshiisa waa la gali doonaa.
- 6.2.6.** Xisaabta bukaanka caddayn ahaan ayaa loo hayn doonaa iyada oo ay la socdaan natiijooyinka go'aamintu. Dadaal macquul ah ayaa la samayn doonaa si bukaanka/damaanad qaadaha loogu sheego iyada oo qoraal ah go'aanka (oo ay ku jiraan, hadii ay khusayso, kaalmada uu shakhsigu u qalmo) iyo waxa laga duulay go'aanka.
- 6.2.7.** Dhamaan caddaymaha khuseeya ee xoojinta ah ee arjiyadaa waxaa loo hayn doonaa sida ay dhigayso Siyaasadda Maamulka, Haynta iyo Burburinta Duwaanka

## 6.3. Isha Bixinta Kharashka Cida Sadexaad

Kahor inta aan la dalban kaalmada dhaqaale, bukaanka/damaanad qaadaha iyo Spectrum Health waxa ay samayn doonaan wax kasta oo la gudboon sidii loo heli lahaa cid kale oo ka bixiya oo ay ku jiraan laakiin ayna ku koobnayn Medicaid iyo ku jiritaanka Caymiska Caafimaadka Marketplace.

Spectrum Health waxay xaq u leedahay inay baadho, xaqiijiso, waraysato, oo ay dalbado qoondaynta in:

- A. Dhamaan gunooyinka isha caymiska cida kale;

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

- B. Dhamaan gunooyinka barnaamijyada kaalmada gobolka ama federaalka ee bukaanka/damaanad qaadaha uu u qalmo;
- C. Dhamaan gunooyinka wixii hay'ado samofal ah; iyo/ama
- D. Ku xiran dadaal sharci.

Kaalmada dhaqaale waxaa loo arkaa inay tahay nidaamka xalka ah ee ugu danbeeya. Sidaas darteed, bukaanka/damaanad qaaduhu waa inuu oofiyaa dhamaan masuuliyadaha sida ku cad barnaamijyada khuseeya ee sare ama isticmaalaa khayraadka shakhsi ahaaneed kahor inta aanu u qalmin kaalmada dhaqaale. Bukaanka/damaanad qaadaha aan keenin macluumaadka laga dalbaday ama ku jira mid kamid ah barnaamijyada sare waxa uu keeni karaa in loo diido kaalmada dhaqaale.

#### **6.4. Helitaanka Kaalmada Dhaqaale**

Spectrum Health waxa ay dhaqan gelisay talaabooyin si ay si balaadhan ugu baahiso macluumaadka bukaanka iyo dadwaynaha wixii ku saabsan helitaanka kaalmada dhaqaale. Qaababka xidhiidhka waxa kujira laakiin kuma xadidna inay calaamado ku dhajiyaan waaxda xaaladaha degdegga ah ee isbitaalka, aaga duwaan gelinta iyo goobaha kale ee dadwaynaha, iyo sidoo kale macluumaadka websaytka Spectrum Health (sida lagu sheegey Qaybta 6.5). Sidoo kale, Spectrum Health waxay bixiyaan guudmar luuqad fudud ku qoran oo ah Siyaasadda U Qalanka Kaalmada Dhaqaale kaas oo ka qayb ah nidaamka dhigista iyo/ama ka saarista isbitaalka ee bukaanka, iyo sidoo kale shakhsiyadka ay siiso kaalmo marka ay dhammaystiraan nidaamka arjiga.

Bukaanada waxaa lala socodsii doonaa Siyaasadda U Qalanka Kaalmada Dhaqaale ugu yaraan mudo ah 120 maalmood oo ka bilaabanta taariikhda bayaanka biilka ee koowaad kadib ka bixitaanka isbitaalka. Lacagta ku taagan bukaanka waxay u qalmaysaa qiimayn kaalmada dhaqaale oo ah ugu yaraan 240 maalmood oo ka bilaabma taariikhda bayaanka biilka ee koowaad ee ka bixitaanka isbitaalka kadib ("Mudada Arjiga"). Hadii Spectrum Health uu soo gaadho arjiga kaalmada dhaqaale inta lagu jiro Mudada Arjiga, hadii uu arjigu dhamaystiran yahay ama hadii aanu dhamaystirnayn, waxaa la joojin doonaa wixii dadaal ah ee uruurinta daymaha ilaa inta laga gaarayo go'aan kaalmada dhaqaale.

Adeegyada qaar ayaa lagu siin karaa bukaanada Spectrum Health oo ay siin bixiyayaasha aan adeegsan nidaamka iyo Siyaasadda U Qalanka Kaalmada Dhaqaale. Liiska bixiyayaashan si aad u aragto, fadlan ka eeg raacii ugu danbeeyay [Lifaafa A](#), kaas oo la cusboonaysiin doono mudadiiba mar marka macluumaadka kolba isbadalaan.

Bukaanada qaata daryeelka National Health Service Corps ("NHSC") goobaha ay ansixiyeen ama Michigan State Loan Repayment Program ("MSLRP") goobaha ay ansixiyeen waxaa la qiimayn doonaa kaalmada dhaqaale taas oo ku salaysan shuruudaha NHSC ee dakhliga iyo xajmiga qoyska oo lama qiimayn doono iyadoo la eegayo xaalado kale.

#### **6.5. Ogaanshaha Kaalmada Dhaqaale iyo Nidaamka Arjiga**

Yoolka nidaamka u qalanka kaalmada dhaqaale waxaa lagu go'aamiyaa awooda iska bixinta bukaanka/damaanad qaadaha.

Nuqul bilaash ah ee Siyaasadda U Qalanka Kaalmada Dhaqaale, iyo sidoo kale [arjiga kaalmada dhaqaale](#) ee wakhtigan iyo guudmarka siyaasadda oo luuqad fudud ku qoran, ayaa laga heli karaa goobaha Spectrum Health ee <https://www.spectrumhealth.org/affording-care/financial-assistance> iyada oo lala hadalayo (800) 968.0145 ama iimeel loo dirayo [FinancialCounseling@spectrumhealth.org](mailto:FinancialCounseling@spectrumhealth.org). Nuqul bilaash ah ayaa sidoo kale laga helayaa

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

<https://www.spectrumhealthlakeland.org/patient-visitor-guide/patient/billing/financial-assistance>, iyada oo lala hadlayo (844) 408.4103 ama iimeel loo dirayo:

[SHLfinancialcounseling@spectrumhealth.org](mailto:SHLfinancialcounseling@spectrumhealth.org). Shakhsi kasta waxa looga baahan karaa inuu buuxiyo arjiga kaalmada dhaqaale oo uu macluumaadka laga dalbado siiyo Spectrum Health kaas oo arjiga qayb ka ah. Spectrum Health waxay go'aamin doonaan kaalmada dhaqaale taas oo ku salaysan tilmaamaha dhaqaale xumaanta ee lagu sheegey Qaybta 6.6. Spectrum Health waxa ay dalban kartaa nuqulada warqadaha lacagta lagu bixiyo, celinta cashuurta dakhliga federaalka iyo wixii kale ee ah xaqiijin dakhliga iyo hantida ee lagu sharaxay arjiga. Teknooloojiyada iyo duwaanada kale ee dadwaynaha sida faylasha busaaradaysiga, duwaanada dhimashada, iyo faylasha hantida ayaa laga faa'idaysan karaa si ay gacan uga gaysataan oo si wanaagsan loogu ogaado bukaanada u qalma kaalmo marka ayna awoodin inay bixiyaan macluumaadka arjiga oo dhamaystiran, ama in otomaatig laga dhigo nidaamka lagu heleyo macluumaadka daruuriga ah iyo lafagurka awooda iska bixinta xaaladaha goonida ah. Marka teknooloojiyada la isticmaalayo si ay gacan uga gaysato u qalanka la sii saadaaliyey waxaa loo isticmaali doonaa in lagu helo macluumaadka la codsaday ee ka qaybta ah arjiga. U qalanka la sii saadaaliyay waxaa loo oggolaan doonaa dalbadayaasha la xaqiijiyay inay leeyihiin ilaalinta busaaradaysiga, dhimashada bilaa hantida, bilaa guri sida ku cad duwaanka hoyga ama ilaha kale ee la ogol yahay. Dalbadayaasha waxaa laga dalban karaa inay caawiyaan oo wada shaqayn ka muujiyaan marka ay dalbanayaan gunooyinka caymiska cid sadexaad, gobolka, federaalka ama barnaamijyada samofalka ee kale ee hore loogu sheegey Qaybta 6.3 ee sare.

Spectrum Health waxa ay u igman kartaa go'aaminta u qalanka kaalmada dhaqaale hay'adaha ay wada shaqaynta leeyihiin si ay iskaga ilaaliyaan in shaqada laba jeer la qabto. Hay'adaha ay wada shaqaynta leeyihiin waxay hirgelin doonaan siyaasaddan ujeedooyin qalan dartood, ama noociyada dadwaynaha ay u adeegaan marka la eego, waxay buuxin doonaan shuruudaha ugu yar ee arjigeena. Marka ay cid u igmato, Spectrum Health waxa ay ku samayn doontaa qiimayn mudadiiba mar ah dokumentiyada ururada go'aaminaya si loo hubiyo u hogaansanka siyaasaddan.

Bukaanada daryeelka ka hela National Health Service Corps ("NHSC") goobaha ay ansixiyeen ama Michigan State Loan Repayment Program ("MSLRP") goobaha ay ansixiyeen wax ay isticmaali karaan [arjiga kaalmada dhaqaale ee wakhtigan goobaha NHSC](#). Dalbadayaasha ka hela daryeelka goobaha NHSC ama MSLRP loogama baahna inay dalbadaan gunooyinka caymiska cid sadexaad, gobol, federaal ama barnaamijyada samofal.

## 6.6. U Qalanka Tilmaamaha Dhibaataada Dhaqaale

Marka laga tago bukaanada daryeelka ka qaata National Health Service Corps ("NHSC") goobaha ay ansixiyeen ama Michigan State Loan Repayment Program ("MSLRP") goobaha ay ansixiyeen, marka go'aaminta u qalanka kaalmada dhaqaale, Spectrum Health waxay qiimayn doontaa bukaanada/damaanad qaadaha awoodiisa u guditaanka Spectrum Health ee adeegyada la dalbaday ama hore loo bixiyay.

Spectrum Health waxa ay qiimayn doontaa macluumaadka sida soo socota:

- Heerarka dakhliga
- Hantida
- Xaalada shaqo
- Waajibaadka dhaqaale ee kale
- Xadiga iyo inta jeer ee kharashka daryeelka caafimaadka

Warbixinta daynta ayaa la qaadi karaa si loo xaqiijiyay macluumaadka. Spectrum Health waxa ay isticmaali doontaa Tilmaamaha Saboolnimda Federaalka Maraykanka (U.S. Federal Poverty Guidelines, FPG) ee wakhtigan si ay uga duusha u qalanka dakhliga. Dakhliga u qalma marka meesha laga saaro dhamaan khasaaraha dhaqaale (daryeelka bilaashka ah)

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

ee xadiga sida kale lagu leeyahay ee ah 250 boqolkiiba heerka saboolnimada sida lagu sheegey FPG wakhtigan (eeg <https://aspe.hhs.gov/poverty-guidelines> wixii tilmaamaha wakhtigan ah) sida sanadkii ay daabacdo Waaxda Adeegyada Caafimaadka iyo Aadanaha.

Bukaanada daryeelka ka qaata National Health Service Corps (“NHSC”) goobaha ay ansixiyeen ama Michigan State Loan Repayment Program (“MSLRP”) goobaha ay ansixiyeen kuwaas oo ah 250 boqolkiiba heerka saboolnimada (waxaa laga heli karaa link-ga baaragaraafka sare) waxaa uu heli doonaa in meesha laga saaro dhammaan daymaha dhaqaale (daryeelka bilaashka ah) ee adeegyada lagu bixiyay NHSC ama MSLRP goobaha ay ansixiyeen si waafaqsan barnaamijka qiimo dhimista dakhliga isla badasha. Markaa, ma jirayso qiimo dhimis dakhliga isla badalaysa (jadwalka kharashka adeegyada) oo khusaysaa.

Duwaanka dhaqaale ee la xiriira dakhliga qoyska bukaanada/damaanad qaadaha ayaa la dalban karaa, maaha in cid kale la saaro waajibaadka, laakiin waa in la go'aamiyo sida ay si toos ah u saamaynayso xaalada dhaqaale ee dalbadaha. Qoyska, sida uu qeexay Xafiiska Tirakoobka Maraykanku, waxaa weeye laba ama wax ka badan oo xubno qoys ah wax isku ah, hadii ay tahay dhalasho, guur, korsasho, ama wax kale, oo wada degan (dadka aan qaraabo ahayn, sida cid guriga wada deggan, kuma jiraan); dhamaan dadka qaraabada ah ee ku wada nool guri waxaa loo arkaa hal qoys. Spectrum Health uma aragto shakhsiyaadka wada deggan hal guri laakiin ku kala tagsan taageerada qoys. Xaalada deganaanshaha kumeel gaadhka ah taas oo ay keento xaalad caafimaad ma khusayso sidoo kale.

Taariikhda caafimaadka, habdhaqanka iyo/ama bulshada bukaanada laguma soo qaadan doono qiimaynta awooda iska bixinta kharashka.

#### **6.7. Is shabbaha**

Si loo xaqiijiyo in si siman loo dabaqo siyaasaddan gudaha Spectrum Health, kuwa soo socda ayaa khuseeya dhamaan xarumaha Spectrum Health:

- A. Dhamaan kharashka waxaa lagu duwaan gelin doonaa xisaabta bukaanada si waafaqsan nidaamka kharashka caadiga ah. In kasta oo kharashku uu ku salaysan yahay dalicida kharashka iyo ujeedooyinka haynta duwaanka uruurinta, kharashka (maya khidmadaha), ayaa noqon doona qaybta kowaad ee ka warbixinaysa qiimaynta kaalmada dhaqaale.
- B. Adeegyada "hoos looma dhigi doono" si kharashka loo yareeyo.
- C. "Aqoonsiga xirfadle" lagama faa'idayn doono.
- D. Spectrum Health kuma takoori doonto dadka qoomiyad, midab, meesha uu kasoo jeedo, dhalashada, jinsiga, diinta, da'da, laxaad la'aan, siyaasada uu qofku aaminsan yahay, doorashada jinsiga, iyo xaalada guurka ama qoyska.
- E. Bukaanada buuxiya shuruudaha siyaasaddan iyo kuwa loo ansixiyay kaalmada dhaqaale waxay u qalmi doonaan daryeelka degdegga ah ama caafimaad ahaan daruuriga ah oo bilaash ah inta lagu jiro mudada la ansixiyay ee lagu sheegey Qaybta 6.9. Maadaama oo Spectrum Health ayna ka qaadin wax lacag ah oo bukaanada u qalma kaalmada dhaqaale ee hoos yimaada siyaasaddan, Spectrum Health waxa ay si buuxda ugu hogaansamaysaa "xadiga guud ee kharash ah ee la dalacay" iyo xadidaadyada in ka yar wadarta kharashka ee khuseeya isbitaalada samofalka.

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

## 6.8. Nidaamka Ansixinta Arjiga

**6.8.1.** Dhamaan go'aamada kaalmada dhaqaale waa inay ansixiyaan shaqaalaha ku haboon sida lagu sheegey Nidaamka U Qalanka Kaalmada Dhaqaalaha.

**6.8.2.** Waraaqaha xoojinta ah waa inay la socdaan dhamaan go'aanada kaalmada dhaqaale oo waa in la hayaa iyada oo la tixraacayo Qaybta 6.2.7 ee sare.

## 6.9. Mudada La Ansixiyay

Dhamaan arjiyada kaalmada dhaqaale ee la ansixiyay iyadoo la raacayo Siyaasadda U Qalanka Kaalmada Dhaqaale waxay shaqayn karaan ugu yaraan 90 maalmood oo ay ku jiraan daryeelka Xaalada Degdegga ah ama Caafimaad Ahaan Daruuriga ah. Isbadalka xaalada dhaqaale ama ku darista u qalanka lacag bixiye kale waxay badali kartaa mudada ansixinta oo waxay u baahanaysaa dib u eegis dheeraad ah.

## 6.10. Nidaamka Rafcaanka

Shakhsiyaadka loo diiday kaalmada dhaqaale sida ay dhigayso siyaasaddu waxay dalban karaan dib u eegid go'aanka ah. Dib u eegid yada waxaa samayn doonaa heerka xiga ee awooda maamul si loo ansixiyo. Rafcaanada ka socda wixii ka sareeya heerka maamulka ee Dhaqaalaha Bukaanka waxa la gaadhsiinayaa gudi sare oo hogaamiyayaasha Spectrum Health ah oo ay soo xusheen Spectrum Health ama cid ay wakiisheeni.

## 6.11. Dadaalka Uruurinta Daynta ee Hadii Aan La Bixin Lacagta

Hadii ay dhacdo in bukaanka/damaanad qaaduhu aanu dalban ama uu u qalmo kaalmo dhaqaale sida ay dhigayso siyaasaddani, talaabooyinka uruurinta daynta ee Spectrum Health ay qaadayso hadii ay dhacdo in aan la bixinta lacagta waxaa si buuxda loogu sharaxay Siyaasadda Uruurinta Daynta iyo Kharash Dalicida Daynta ku Taaganka Bukaanku Ka Masuulka yahay Nuqul bilaash ah oo siyaasaddan ah waxaa laga heli karaa dhamaan goobaha Spectrum Health, halkan <https://www.spectrumhealth.org/affording-care/financial-assistance>, iyada oo lala hadlayo (800) 968.0145 ama iimeel loo dirayo [FinancialCounseling@spectrumhealth.org](mailto:FinancialCounseling@spectrumhealth.org). Nuqul bilaash ah ayaa sidoo kale laga heli karaa <https://www.spectrumhealthlakeland.org/patient-visitor-guide/patient/billing/financial-assistance>, iyada oo lala hadlayo (844) 408.4103 ama iimeel loo dirayo: [SHLfinancialcounseling@spectrumhealth.org](mailto:SHLfinancialcounseling@spectrumhealth.org). Wargelin qoraal ah oo gaar ah ayaa la siin doonaa shakhsi kasta ugu yaraan 30 maalmood kahor inta aan la qaadin talaabooyinka uruurinta daynta.

## 6.12. Waxa Looga Duulayo Xisaabinta Xadiga Kharash La Dallaco Caadiyan (Amounts Generally Billed, AGB)

Spectrum Health (oo ay ku jiraan hay'ado si wayn ula xidhiidha) ma kama qaado kharashka bukaanada u qalma FAP daryeelka Degdegga ah ama Caafimaad Ahaan Daruuriga ah ee kale wax ka badan xadiga kharashka caadiyan lagu dallaco (AGB) dadka caymisku uu ka bixinayo daryeelka noocan ah. Laakiin, Spectrum Health waxa ay siisaa daryeel bilaash ah oo Degdeg ah ama Caafimaad Ahaan Daruuri ah bukaanada buuxiya shuruudaha u qalanka ee kaalmada dhaqaale ee FAP-gan. Spectrum Health waxay isticmaashaa qaabka dib u jaleecida waxatba xisaabisaa boqolkiiba inta AGB ee xarun kasta oo isbitaal iyadoo u qaybinaysa isu gaynta dhamaan xadiyada lacagta sheegashadeeda ee daryeelka Degdegga ah ama Caafimaad Ahaan Daruuriga ah ee kale ee ay ogolaatay Medicare inuu noqdo adeeg lacag ah oo lagu daray caymiska gaarka ah ee laba iyo tobankii bilood (12) ee lasoo dhaafay ee sanadka, wadarta kharashka guud ee la xiriira sheegashooyinkaas. Spectrum Health waxay soo galisay nuqulka wakhtigan ee sharaxa xisaabinta AGB iyo boqolkiiba inta ay tahay websaytkeeda.

Daabacaada waraaqadani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

### 6.13. Culayska Dhaqaale ee Masiibada ah

Spectrum Health waxay qiraysaa in hadii ay dhacdaan xaalado caafimaad oo aad u wayn ay ku keeni kartaan culays dhaqaale oo aad u culus bukaanka iyo qoyska, markaa Spectrum Health waxay xaq u leedahay inay dib u eegto xaaladaha masiibada si shakhsi-shakhsi ah. Waxaa la isla eegi doonaa in waajibaadka dhaqaale laga yareeyo wadarta kharashka caafimaad ee lasoo dalacay 240 maalmood ee lasoo dhaafay gudahood, iyo sidoo kale kuwa la filanayo inay iman doonaan 90 maalmood gudahood. Culayska dhaqaale ee masiibada ahi waxaa weeye ka dhasha culays maaliyadeed oo 25% ah sanadkii dhakhliga qoyska ama wax ka badan.

### 7. Dib u eegista

Spectrum Health waxay xaq u leedahay badalka, wax ka badalka ama dib u qaabaynta ama meesha ka saaridda siyaasaddan wakhti kasta iyada oo aan qoraal hore oo wargelin ah bixin. Wixii wax ka badal ah ee xeerkan ah waxaa loo igmadaa Madaxwaynaha iyo Maareeyaha Guud ee Nidaamka Spectrum Health iyo cida uu isaga/iyagu wakiilato. Dhamaan dib u eegidada wixii ku lifaaqan siyaasaddan iyo waraaqaha xoojinta ah ee la xidhiidha siyaasaddan, sida arjiga kaalmada dhaqaale, guudmarka luuqad fudud, iwm., waxaa loo igmaday Agaasimaha Sare ee Duwaan Gelinta & La-taliyaha Dhaqaale.

8. **Siyaasadaha Ayaa Ka Sareeya oo Badalay:** Siyaasaddan ayaa ka saraysa oo badalasa siyaasadaha soo socda laga bilaabo taariikhda ay dhaqan gashay siyaasaddani: Spectrum Health Hospital Group Financial Assistance Eligibility Policy #SH-ADMIN-FIN-001 and Lakeland Health Financial Assistance Policy CORP #176.

### 9. Tixraacyada

Siyaasadda Maamulka, Haynta iyo Burburinta Duwaanada, Siyaasadda Kharash Dalicida iyo Uruurinta Daynta

## 10. Samaynta iyo Ansixinta Siyaasadda

### Mulkiilaha Waraaqaha:

Kyleigh Hafeli (Xeeldheere, Kaaliyaha Mashruuca)

### Qoraa(yo) (hore u ahaa Qoraaga):

Courtney Guernsey (Dir Sr, Adeegyada Dhaqaalaha Bukaanka), Elisa Contreras (Mgr, Adeegga Helitaanka Bukaanka), Kelly Olsen (Lafagure, Wareega Dakhliga), Sarah Clark (Dir Sr, Regist & Financial Couns)

### Naqdiye(yayaal):

Wixii liiska dhamayskatiran ee naqdiyayaasha ah waxa aad la xidhiidhaa Mulkiilaha Waraaqaha

Alejandro Quiroga Chand (Svp, Caafimaadka Dadwaynaha), Amy Assenmacher (Svp, Dhaqaalaha - Wareega Dakhliga), Angela Rewa (Dir, Sarkaalka u Hogaansanka), Brian Brasser (Svp, Sarkaalka Madaxa Hawlgalka - Grand Rapids), Celeste McIntyre (SVP, Ilaaliyaha Shirkadeed), Darryl Elmouchi (Madaxwayne, Sh West Michigan), Davina Davidson (Dir, Duwaan Galinta Pas - Del Sys), Erin Inman (Vp, Caafimaadka Aasaasiga ah & Xeeldheeraha Mandaqadda), Heather Lallo (Ilaaliya ), Holly Busick (Agaasimaha Galaangalka Bukaanka iyo Maamulka Isticmaalka), Leslie Flake (Svp, Finance - Shwm), Maria Kamenos (Vp, Adeegyada Galaangalka Bukaanka), Matthew Cox (SVP, Madaxa Sarkaalka Dhaqaalaha), Paul Konopacki (Vp, Dhaqaalaha - Lkd), Scott Hesselink (Mgr, Cashuurta Shirkadeed), Steffany Dunker (Qareen Sare), Suzette Hershman (Svp, Hawlgalada Kooxda Caafimaadka Shwm), Teresa Treiber (Mgr, Dhaqaalaha)

### Ansixiye:

Board of Directors Spectrum Health System, Connie Szymczak (Khabiir Sare, St)

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.



**11. Kalmadaha Muhiimka ah**

assistance (kaalmada), poverty (saboolnimo), eligibility (u qalan), charity (samofal), resolutions (xalin), professional courtesy (naxariis), charity care (daryeelka samafalka), free care (daryeel bilaash ah), fap (siyaasadda kaalmada dhaqaale)

## Siyaasadda U Qalanka Kaalmada Dhaqaale ee Spectrum Health- Lifaaqa A

Siyaasadda U Qalanka Kaalmada Dhaqaale ee Spectrum Health (“Siyaasadda”) waxa uu kaliya khuseeyaa Hay’adaha Spectrum Health (ku qoran Siyaasadda) iyo dhamaan bixiyayaasha u shaqeeya Hay’adahan.

Marka la eego Spectrum Health Lakeland, Siyaasaddu waxay khusaysa hay’ada soo socda: Isbitaalada Lakeland ee Niles & St. Joseph, Inc., Isbitaalkada Bulshada Lakeland, Watervliet (marka la isku daro waxaa la yidhaahdaa, Isbitaalada Caafimaadka Lakeland), Pine Ridge: Xarun Xanaanayn iyo Baxnaanin, Xarunta Adeegyada Bukaansocodka, Raajada Xarunta Caafimaadka Paw Paw Lake, Adeegyada Baxnaaninta Bukaansocodka Lakeland, Caafimaadka Wadnaha Lakeland, Daryeelka Hoyga Lakeland, Home Infusion Services, Inc., Wadnaha & Xididada Dhiigga Lakeland iyo Wadnaha iyo Laabta Lakeland. Sidoo kale waxay dabooshaa Siyaasaddani, xarumaha caafimaadka ee dhakhaatiirta ee ay leeyihiin Lakeland Hospital Watervliet: Coloma Medical Center, Stagg Medical Center, Community Medical Center ku taala Watervliet, Community Bone & Joint, iyo sidoo kale Southwestern Medical Clinic Physicians, Inc. - Niles iyo Lakeland Medical Practices – Hospitalists.

Marka laga tago kuwa xaga sare ku qoran, Siyaasaddani ma khusayso adeegyada ay bixiyeen bixiyayaasha madaxa banaan ee aan u shaqaynin Spectrum Health ama faracyadeedu, oo ay ku jiraan Spectrum Health Lakeland, ama wixii bixiyayaasha Spectrum Health Lakeland ee laga kireeyay bixiyayaal madax banaan. Sidoo kale, Xeerkan ma khuseeyo Caring Circle, Lakeland Health xarumaha caafimaadka dhakhaatiirta ee ay wada shaqeeyaan ee lagu magacaabo Southwestern Medical Clinic Physicians, Inc. (marka laga tago inta aaga Niles) ama Lakeland Medical Practices (marka laga tago Hospitalists).

Marka laga tago inta ku qoran liiska xaga sare ku qoran, bixiyayaasha soo socda Siyaasaddu ma khusayso:

### Lifaaqa Dib u Eegis waxa Lagu Sameeyay 3/15/2022

ABC Pediatrics
Advanced Cardiac and Vascular Amputation Prevention Centers PLC
Advanced Center for Orthopedics and Plastic Surgery
Advanced Eyecare Professionals
Advanced Foot & Ankle Associates
Advanced OB/GYN
Advanced Plastic Surgery
Advanced Radiology Services
Age Management of West Michigan
Agerson Kirk MD PC
Alger Pediatrics
Allendale Family Practice

Allergy & Asthma Care of Western Michigan
Allergy Associates of Western Michigan
Allergy/Asthma Specialists W MI
Alpine Family Podiatry PC
Anesthesia Associates of West Michigan
Anesthesia Staffing Consultants
Arthritis Physicians LLC
Ascension St Mary's
Associated Retinal Consultants
Ausiello Domenico MD
Bengtson Center for Aesthetics & Plastic Surgery
Big Rapids Foot and Ankle PC
Blue Care Network

Born Preventative Health Care Clinic PC
Breton Village Pediatrics & Family Medicine
Bright Future Pediatrics
Bright Start Pediatrics
Bronson Women's Services
Brookville Pediatric & Internal Medicine
Burton Dental Associates PC
Byron Center Family Medicine
Cadillac ENT & Facial Plastic Surgery
Calvin College Health Services
Campbell John N MD PC
Cancer & Hematology Centers of Western Michigan
Capital Cardiology
Cascade Oral Surgery
Cascade Pediatrics LLP
Center For Adolescent And Child Neurology
Center for Advanced Interventional Spine Treatment
Center for Aesthetics and Plastic Surgery
Center for Oral Surgery & Dental Implants
Center for Vein Restoration
Centre for Plastic Surgery
Channel Islands Medical Clinic
Cherry Street Health Services

Chowdhury & Ali
Christian Healthcare Centers
Compass Health
Condit Hand Clinic
Creekside Vision and Hearing
Crew & Boss Eye Associates
Crittenden David B MD
Derm Institute of West Michigan PLC
Dermatology Assoc of West MI PLC
Dermatology Associates of West Michigan PC
Dermatology at MidTowne PC
Digestive Diseases Specialists PC
Direct Primary Care
Ear Nose & Throat Center
East Paris Internal Medicine Associates PC
Elite Spine & Musculoskeletal Center
Ellinger Douglas M MD
Emergency Care Specialists PC
Exalta Health
Eye Center of Grand Rapids PLC
Eye Plastic & Facial Cosmetic Surgery
Eyes to See Pediatric Ophthalmology & Adult Strabismus
Faith Hospice

Entities will reference associated Documentation contained within this document as applicable  
 Printouts of this document may be out of date and should be considered uncontrolled.

Family and Pediatric Medicine of Grand Rapids
Family Care Medicine
Family Health Care
Family Medical Center
Family Medicine Specialists
Family Tree Medical Associates
Foot & Ankle Specialists of West Michigan
Forefront Dermatology
Forest Hills Pediatric Associates PC
Gaines Pediatric Dentistry
Garrison Stacey DDS
Gastroenterology Associates of West Michigan PLC
Gastroenterology Specialists PC
Georgetown Medical Center
Glaucoma Eye Center PC
Grand Haven Foot & Ankle
Grand Haven Pathology PC
Grand Health Partners
Grand Rapids Allergy PLC
Grand Rapids Ear Nose & Throat
Grand Rapids Ophthalmology
Grand Rapids Orthopedics
Grand Rapids Women's Health

Grand River Emergency Medical Group
Grand River Pediatric Dentistry
Grand River Rehabilitation LLC
Grand Valley Medical Specialists
Grandview Foot and Ankle
Grandville Foot and Ankle PC
Grandville Pediatric Dentistry
Grandville Pediatrics
Great Lakes Medical
Great Lakes Neurosurgical Associates
Great Lakes Neurosurgical Associates PC
Greater Cardiology
Greenville Family Foot Care PC
Grof Michael W DO
Growing Smiles Pediatric Dentistry
Gulish Gary DO
Habekovic Marko MD PLLC
Hackley Community Care Center
Hamilton Pediatric Dentistry
Hand & Plastic Surgery Centre
Hastings Internal and Family Medicine
HealthDrive Podiatry Group
Healthy Heart Cardiology
Healthy Smile

Entities will reference associated Documentation contained within this document as applicable  
 Printouts of this document may be out of date and should be considered uncontrolled.

Henry Ford Hospital (Gastroenterology)
Henry Ford Transplant Institute
Hoffman Thomas M MD
Holland Community Health Center
Holland Eye Surgery & Laser Center
Holland Foot & Ankle Centers
Holland Home
Holland Hospital (Emergency Department)
Holland Hospital (Urgent Care)
Holland Hospital Medical Group (Ear Nose & Throat)
Hollen Family Medicine
Hope Network (Rehabilitation Services)
Hospice of Holland (Palliative Care)
Hospice of Holland Inc
Hudsonville Dental
Infusion Associates
InPatient Consultants of Michigan
Internal Medicine Associates of Barry County PLC
Internal Medicine of West Michigan
Jamestown Family Clinic
Javery Pain Institute PC
Joshuatree Internal Medicine
Jupiter Family Medicine

Kalamazoo Anesthesiology PC
Kalamazoo Oral & Maxillofacial Surgery
Keil Lasik Vision Center
Kent Pediatrics PC
Kentwood Family Physicians
Krhovsky David M MD
Lakeland EAP
Lakeshore Allergy
Lakeshore Area Radiation Oncology Center
Little Red Pediatric Dentistry
Lovell Hand and Orthopedic Center
Maas Paula K MD
Manohar Prerana A MD
Mansky David W DPM
Mary Free Bed
Mary Free Bed Cancer & Hematology
Mary Free Bed Medical Group
Mary Free Bed Rehabilitation
Mary Free Bed Rehabilitation (Spine Center)
Maternal Fetal Medicine Associates PC
Mercy Health North Muskegon Primary Care
Mercy Health Physician Partners
Mercy Health Physician Partners (Cardiovascular)

Entities will reference associated Documentation contained within this document as applicable  
 Printouts of this document may be out of date and should be considered uncontrolled.

Mercy Health Physician Partners (Clinica Santa Maria)
Mercy Health Physician Partners (Concierge Medicine)
Mercy Health Physician Partners (Family Medicine)
Mercy Health Physician Partners (Internal Medicine/Pediatrics)
Mercy Health Physician Partners (OB/GYN)
Mercy Health Physician Partners (Sable Point Family Care)
Mercy Health Physician Partners (Specialists in Hospital Medicine)
Mercy Health St Mary's Health Care (Critical Care)
Mercy Health St Mary's Health Care (Kidney Transplant)
Mercy Health St Mary's Health Care (Neuroscience Program)
Mercy Health St Mary's Health Care (Neurosciences Epilepsy)
Mercy Health St Mary's Health Services Heartside Health Center
Metro Heart & Vascular
Mi Kids Pediatrics
Michigan ENT & Allergy Specialists
Michigan Pain Consultants
Michigan Pathology Specialists PC
Michigan Primary Care Partners (West Michigan Pain)
Michigan Spine & Pain

Michigan State University (OB/GYN)
Michigan State University (Osteo Manipulative Medicine Clinic)
Michigan State University (Pediatrics Pulmonary)
Michigan State University (Women and Girls with Bleeding Disorders Clinic)
Mid Michigan Physicians (Internal Medicine)
Middleville Family Practice
Mitten Kids Dentistry
Montgomery Carole L MD
Munson Cadillac Primary Care
Munson Medical Center (Family Practice Clinic)
Munson Medical Center (Internal Medicine/Pediatric Hospitalists)
Muskegon Surgical Associates
Neubig Elizabeth L MD
Norman Family Dentistry
North Ottawa Community Health System (NOCHS) Urgent Care
North Ottawa Medical Group Pediatrics
North Ottawa Women's Health
Northern Michigan Vein Specialists
NorthStar Anesthesia
Northwood Foot & Ankle Center
NuVasive Clinical Services
Oakview Medical Care Facility

Entities will reference associated Documentation contained within this document as applicable  
 Printouts of this document may be out of date and should be considered uncontrolled.

Oculoplastic Associates of West Michigan
Oral Surgery Associates
Oral Surgery Associates of Lansing
Orandi Allergy and Asthma Center
Orthopaedic Associates of Michigan (OAM)
Orthopaedics & Sports Medicine of Cadillac
Partners In Dental Care
Partners in Family Health
Partners in Plastic Surgery
Pediatric Associates of Big Rapids
Pediatric Associates of Kentwood
Pediatric Dental Specialists of West Michigan
Pediatric Dentistry of Michigan
Pediatric Ophthalmology PC
Pediatric Partners PLC
Pediatric Surgeons of West Michigan PC
PhysioAge Medical Group
Pine Rest (Campus Clinic)
Pine Rest (Child & Adolescent)
Pine Rest (Psychiatric Consult)
Pine Rest (West Building)
Pine Rest Christian Mental Health Services
Plastic Surgery Arts of West Michigan
Plastic Surgery Associates PC

Plastic Surgery Specialists PLLC
Platte Valley Medical Group OBGYN
Port Pediatric Dentistry PC
Premier Primary Health
Radia Inc PS
Rehabilitation & Physical Medicine Specialists PC
Rehabilitation Medicine Associates
Renal Associates of West Michigan
RestHaven
Retina Specialists of Michigan
Riemer Eye Center
Robson Larry J MD
Rockford Pediatrics PC
Sanchez Suzette DO
Sandman Center for Veins
Seledotis Robert DO
Sharma Soorya K MD PC
Shoreline Foot & Ankle Associates
Shoreline Nephrology
Shoreline Orthopaedics & Sports Medicine Clinic PLC
Shoreline Vision
Sight Eye Clinic PC
Smilies Pediatric Dentistry

Entities will reference associated Documentation contained within this document as applicable  
 Printouts of this document may be out of date and should be considered uncontrolled.

Sound Physicians
Sound Physicians (Formerly Indigo Health Partners)
Southside Pediatrics
Specialty Eye Institute
St Johns Internal Medicine
Standale Family Physicians
Starr Inpatient Medical Services
Statt PLLC
Stawiski Marek A Dermatology
Steinhardt George F MD
Stock Christopher MD Ophthalmology
The Brain & Spine Center
The Breast Health & Wellness Center PC
The Fertility Center
The Lacks Center at St Marys (Breast Center)
The TeleDentists
Third Coast Family Practice
Third Coast Oral & Maxillofacial Surgery
Thornapple Valley Family Health
Thyroid Center of West Michigan PC
Tranquil Birth and Women's Health Services
Trillium Palliative Services
True Women's Health

University of Michigan Health - West
University of Michigan Health - West (Family Medicine)
University of Michigan Health - West (Family Practice)
University of Michigan Health - West (Rheumatology)
Uplift Health, MD
Urologic Consultants PC
Urology Associates PC
Urology Surgeons PC
Valleau VanDeven & Massie DDS
VanWieren Gerald E MD PC
Vascular Health Clinic
Verdier Eye Center PC
Versiti
Visger Benjamin J DO
Vitreo-Retinal Associates PC
Weatherhead James MD LLC
Wege Family Medicine
West Michigan Anesthesia PC
West Michigan Cardiology
West Michigan Dermatology
West Michigan Endodontists
West Michigan ENT & Allergy
West Michigan Eye and Laser

Entities will reference associated Documentation contained within this document as applicable  
Printouts of this document may be out of date and should be considered uncontrolled.



West Michigan Family Health PC
West Michigan Family Medicine
West Michigan Foot and Ankle
West Michigan Nephrology
West Michigan Oral & Maxillo Surgery
West Michigan Orthopaedics
West Michigan Pediatric Dentistry
West Michigan Rheumatology
West Michigan Surgical Specialists
West Shore ENT & Allergy
Western Michigan ENT PC
Western Michigan Pediatrics PC
Western Michigan Urological Associates
White Craig DO PC
Wickens Marshall R DO
Williamson Family Medicine
Wolverine Dermatology
Yacob Nasim MD
Zeeland Family Medicine PC

## Lifaaqa B

### Wargelinta Bilaa Takoorka:

Waxaa weeye siyaasadda Spectrum Health iyo dhamaan laamaha ee si ay u bixiyaan daryeel caafimaad oo tayo leh oo dhamaan dadka ah. Go'aanada dhigitaanka iyo daawayntu waxay ku salaysan yihiin baahiyaha caafimaadka ee bukaanka iyo qaadka iyo awoodaha xarunta si ay u bixiyaan daryeelka caafimaadka iyo daawaynta loo baahan yahay. Dhigaalka iyo daawaynta la iskuguma diidi doono qoomiyad, midab, jinsi, isir, meesha uu qofku kasoo jeedo, diin, laxaad la'aan, da'da, qabitaanka HIV, xaalada askariga hawl gabay ama ciidamada, meesha qofka ay wax ka soo galayaan ama wax kale oo uu mamnuucay sharciga federaalka, gobolka ama deegaanku. Bukaanka waxaa loola dhaqmi doonaa qaab waafaqsan jinsiga aqoonsigiisa. Goobaha ay ansixisay NHSC waa inay ogolaadaan inayna cidna ku takoorin adeegyada ay siinayaan iyadoo eegaya: awood la'aanta bixinta kharashka shakhsiga; hadii bixinta kharashka adeegyadaas ay hoos timaado Medicare, Medicaid, ama CHIP; qoomiyada, midabka, jinsiga, meesha uu kasoo jeedo, laxaad la'aanta, diinta, da'da, doorashada jinsiga, ama aqoonsiga jinsiga.

Waxa aad eegtaa siyaasadda [Xuquuqda iyo Waajibaadka Bukaanka](#) wixii faahfaahin dheeraad ah.

### Spectrum Health:

- Waxa ay siisaa kaalmo iyo adeegyo bilaash ah dadka laxaadka la' si ay si wanaagsan noola xiriiri karaan, sida:
  - Turjubaan luuqada dhagoolka ah oo xirfadle ah
  - Macluumaadka u qoran qaabab kale (far waawayn, cod, qaababka elektoroonig ah ee la adeegsan karo, qaabab kale)
- Siyaa adeegyada luuqada oo bilaash ah dadka luuqadooda kowaad ayna ahayn Ingiriisi, sida:
  - Turjubaano xirfadle ah
  - Macluumaadka oo ku qoran luuqado kale

Hadii aad u baahan tahay adeegyadan, kala xidhiidha Adeegyada Luuqada Spectrum Health: 616.267.9701 ama 1.844.359.1607 (TTY:711)

Hadii aad aaminsan tahay in Spectrum Health ay ku siin wayday adeegyadan ama ay kuga takooreen qaab kale oo ku salaysan qoomiyad, midab, meesha uu kasoo jeedo qofku, laxaad la'aan, ama jinsi, waxa aad ka xarayn kartaa cabasho:

Director, Patient Experience  
100 Michigan St NE, MC 006  
Grand Rapids, MI 49503  
616-391-2624; taleefan bilaash ah: 1-855-613-2262  
[patient.relations@spectrumhealth.org](mailto:patient.relations@spectrumhealth.org)

Waxa aad ku xarayn kartaa cabasho in meesha timaado ama boosta, faakis, ama iimeel. Hadii aad u baahan tahay caawimo xaraynta cabasho, Agaasimaha Xidhiidhka Bukaanka ayaa kuu diyaar ah oo ku caawin kara.

Waxa aad ka xarayn kartaa cabasho xuquuqda rayidka ah Waaxda Adeegyada Aadanaha iyo Caafimaadka ee Maraykanka, Xafiiska Xuquuqda Madaniga ah si elektorooni ahaana adigoo u maraya Xafiiska Daaqada Cabashada Xuquuqda Madaniga ah, oo laga heleyo <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ama boosta ama taleefan ahaan:

Daabacaada waraaqadani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD).

Foomamka cabashada waxaa laga heli karaa <http://www.hhs.gov/ocr/office/file/index.html>.

### Contact Us

Español (*Spanish*)

ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-359-1607 (TTY: 711).

العربية (*Arabic*)

ملحوظة: إذا كنت تتحدث أذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-359-1607 (رقم هاتف الصم والبكم: 711).

中文 (*Chinese*): 國語/普通話 (*Mandarin*), 粵語 (*Cantonese*)

請注意：如果您講中文，你可以獲得免費的語言輔助服務。請撥打1-844-359-1607（TTY 手語翻譯：711）。

Tiếng Việt (*Vietnamese*)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-359-1607 (TTY: 711).

Ako govornite srpsko (*Serbian, Croatian or Bosnian*)

OBAVJEŠTENJE: Ako govornite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-359-1607 (TTY: 711). (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

አማርኛ (*Amharic*)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ፡ 1-844-359-1607. (መስማት ለተሳናቸው፡ (TTY: 711).

नेपाली (*Nepali*)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।  
फोन गर्नुहोस्

1-844-359-1607 (टिटिवाइ: (TTY: 711).

Thuɔŋjaŋ (*Nilotic – Dinka*)

PIŊ KENE: Na ye jam ně Thuɔŋjaŋ, ke kuony yenë kɔc waar thook atō kuka lëu yök abac ke cɪn wënh cuatë piny. Yuɔpë 1-844-359-1607 (TTY: 711).

Kiswahili (*Swahili*)

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-844-359-1607 (TTY: 711).

Daabacaada waraaqdani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.

### فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1.844-359-1607 (TTY: 711) تماس بگیرید.

### Français (French)

ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1.844-359-1607 (TTY: 711).

### (Burmese)

အသိပေးခြင်း

သင်ပြောသော ဘာသာစကားကို အခမဲ့ ဘာသာပြန် ရှိပါသည်။ ဖုန်းခေါ်ရန်

### فارسی دری (Dari)

توجه اگر به زبان دری صحبت می کنید، خدمات کمک زبانی بصورت رایگان برای شما در دسترس است. تماس با 1.844-359-1607 (TTY: 711).

### Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Si ou pale Kreyòl Ayisyen, gen èd nan lang ki disponib gratis pou ou. Rele nimewo 1-844-359-1607 (TTY: 711).

### Ikinyarwanda (Kinyarwanda)

ICYITONDERWA: Niba uvuga ikinyarwanda, serivisi z'ubufasha ku byerekeye ururimi, urazihabwa, ku buntu.

Hamagara 1-844-359-1607 (ABAFITE UBUMUGA BW'AMATWI BIFASHISHA ICYUMA CYANDIKA -TTY: 711).

### Soomaali (Somali)

DIGTOONI: Haddii aad hadasho Soomaali, adeegyada caawimada luqadda, oo bilaasha, ayaad heli kartaa. Wac 1.844-359-1607 (TTY: 711).

### Sudanese (اللغة السودانية)

انتباه: إذا كنت تتحدث اللغة السودانية، خدمات المساعدة بلغتك متاحة مجاناً. اتصل على الأرقام

(رقم الصم والبكم: 711).

### தமிழ் (Tamil)

கவனம்: நீங்கள் தமிழ் பேசினால், உங்களுக்கு இலவசமான மொழி உதவிச் சேவைகள் கிடைக்கின்றன. இந்த எண்ணை அழைக்கவும்: 1-844-359-1607 (TTY: 711).

### ትግርኛ (Tigrinya)

ትኹረት: ትግርኛ እንድትረኩ ትሰረዙ ከኮነ፣ ናይ ቋንቋ ደገፍ ኣልግሎታት፣ ብናጻ ከቐርቡልካ እየም። ደውል 1.844-359-1607 (TTY: 711)።

Daabacaada waraaqani waxaa ay noqon kartaa mid mudadeedii lasoo dhaafay waana in loo tixgeliyo wax aan xakamayn karin.