

Alaska Behavioral Health

KOOM TSAB NTAWV CEEBTOOM TXOG KEV SIV TUS KHEEJ NTIAG TUG

Siv tau txij Lub Xya Hli 1, 2017

Koj cov ntaub ntawv. Koj Cov Cai. Peb Cov Luag Haujlwm.

Tsab ntawv ceebtoom no piav qhia txog yuav siv thiab nthuav tawm koj cov ntaub ntawv koj mob li cas thiab koj yuav nkag mus saib tau cov ntaub ntawv kho mob no li cas. **Thov ua tib zoo tshuaj xyuas nws.**

Tsab Ntawv Ceebtoom no siv tau rau Anchorage Cov Kev Pab Kho Neeg Mob Hlwb (Anchorage Community Mental Health Services, ACMHS) thiab tag nrho nws cov chaw haujlwm koom tes nrog uas suav nrog Cov Chaw Haujlwm nyob hauv HIPAA suav nrog Fairbanks Cov Kev Pab Kho Neeg Mob Hlwb (Fairbanks Community Mental Health Services, FCMHS). ACMHS thiab FCMHS tau Cuam Tshuam Txog Cov Kev Pab Coj Cwj Pwm Zoo (Affiliated Covered Entities, ACE). Lwm lub chaw ua haujlwm nrog uas tsis muab cov kev pab kho mob yuav tsis tau txais kev pab them raws li Tsab Ntawv Ceebtoom no, piv txwv li Seeds of Change.

Koj Cov Cai

Thaum nws los rau ntawm koj cov ntaub ntawv kho mob, koj muaj cov cai. Nqi lus no piav qhia txog koj cov cai thiab peb qee lub luag haujlwm txhawm rau pab koj.

Tau txais ib daim ntawv theej hauv cuab yeej electronic lossis daim ntawv theej txog koj cov ntaub ntawv kho mob

- Koj tuaj yeem nug kom pom lossis tau txais ib daim ntawv theej hauv cuab yeej electronic lossis daim ntawv txog koj cov ntaub ntawv kho mob thiab lwm cov ntaub ntawv kev noj qab haus huv uas peb muaj txog koj. Hais peb seb yuav ua qhov no li cas.
- Peb yuav muab ib daim ntawv theej lossis cov ntsiab lus suav sau ntawm koj cov ntaub ntawv kho mob feem ntau yog tsis pub dhau 30 hnuv txij hnuv toj thov. Peb yuav sau cov nqi tsim nyog, ua raws li cov nqi.

Hais peb kom sau koj cov ntaub ntawv kev kho mob

- Koj tuaj yeem hais peb kom kho cov ntaub ntawv kho mob ntsig txog koj uas koj xav tias sau tsis raug lossis sau tsis tiav. Hais peb seb yuav ua qhov no li cas.
- Peb yuav hais tias “tsis tau” rau koj tsab ntawv thov, tab sis peb yuav sau ib tsab ntawv qhia rau koj tias yog vim li cas nyob hauv sij hawm 60 hnuv.

Kev thov kom muaj kev sib tham tsis pub lwm tus neeg paub

- Koj tuaj yeem hais peb kom tiv toj koj hauv ib txoj hauv kev tshwj xeeb (piv txwv li, hauv tsev lossis tus npawb xovtooj hauv chaw haujlwm) lossis kom xa nntawv rau lwm qhov chaw nyob.
- Peb yuav teb tias “tau” rau txhua tsab ntawv thov muaj laj thawj.

Nug peb kom txwv yam uas peb tau siv lossis hais qhia

- Koj tuaj yeem hais peb tsis pub siv lossis qhia tawm cov ntaub ntawv kev noj qab haus huv rau kev kho mob, them nyiaj, lossis peb cov kev ua haujlwm kho mob. Peb tsis tas yuav tsum pom zoo raws li koj tsab ntawv thov, thiab peb yuav hais tias “tsis yog” yog tias nws yuav cuam tshuam koj li kev kho mob.
- Yog tias koj them nyiaj rau cov kev pab khomob lossis cov khoom kho mob uas tsis muaj ntawv xaj yuav tshuaj tag nrho, koj tuaj yeem hais peb kom tsis txhob qhia koj cov ntaub ntawv khomob rau lub hom phiaj kev them nyiaj lossis peb cov kev ua haujlwm khomob nrog koj lub pab kas phais. Peb yuav hais tias “tau” tshwj tsis yog tsab kev cai lij choj hais kom peb qhia cov ntaub ntawv kho mob ntawd.

Tau txais cov npe ntawm cov neeg uas peb tau qhia cov ntaub ntawv no rau

- Koj tuaj yeem nug cov npe (cov ntawv teev nyiaj txiag) thaum lub sij hawm peb qhia koj cov ntaub ntawv kev kho mob nyob hauv rau lub xyoo ua ntej hnuv koj nug, uas peb tau qhia nws rau thiab vim li cas.
- Peb yuav suav nrog txhua cov ntaub ntawv nthuav tawm uas tsis suav ov ntawv txog kev them nyiaj kho mob, thiab cov kev ua haujlwm kho mob, thiab lwm cov ntawv nthuav tawm (xws li ib co ntaub ntawv uas koj hais kom peb sau). Peb yuav muab ib co ntaub ntawv teev nyiaj txiag hauv ib lub xyoos pub dawb tab sis yuav sau nqi yam tsim nyog, sau raws li tus nqi yog tias koj nug txog lwm cov ntaub ntawv nyob hauv sij hawm 12 hli.

Tau txais ib daim ntawv theej ntawm tsab cai tus kheej ntiag tug no

Koj tuaj yeem thov ib daim ntawv theej ntawm tsab ntawv ceebtoom no tau txhua lub sij hawm, txawm tias koj twb pom zoo tau txais tsab ntawv ceebtoom no hauv cuab yeej electronic lawm los xij. Peb yuav muab ib daim ntawv luam rau koj sai sai.

Xaiv ib tus neeg los sawv cev rau koj

- Yog tias koj tau hais kom ib tus neeg sawv cev txiav txim kev kho mob rau koj lossis yog tias ib tus neeg yog tus neeg saib xyuas raug cai ntawm koj, tus neeg ntawd tuaj yeem siv koj cov cai thiab xaiv txog koj cov ntaub ntawv kho mob.
- Peb yuav ua kom ntseeg tias tus neeg muaj cov cai no thiab tuaj yeem sawv cev rau koj ua ntej peb nqis tes ua ib yam dab tsi.

Sau ntawv tsis txaus siab yog tias koj mloog zoo li koj cov cai raug yuam

Koj tuaj yeem sau ntawv tsis txaus siab yog tias koj mloog zoo li peb tau yuam koj cov cai uas yog tiv toj rau peb raws li cov ntaub ntawv tiv toj txuas ntxiv no:

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- Koj tuaj yeem sau ntawv foob tsis txaus siab nrog Tebchaws Asmeskas Lub Chaw Haujlwm Saib Xyuas Kev Noj Qab Haus Huv thiab Pab Cuam Tib Neeg Lub Chaw Saib Xyuas Pej Xeem Cov Cai uas yog xa ib tsab ntawv mus rau 200 Independence Avenue, S.W., Washington, D.C. 20201, hu rau 1-877-696-6775, lossis mus saib hauv **www.hhs.gov/ocr/privacy/hipaa/complaints/**.
- Peb yuav tsis muaj qhov ua pauj rau koj rau qhov sau ntawv foob tsis txaus siab.